

NOTICE OF PUBLIC MEETING
Pursuant to Iowa Code §21.4
DEPARTMENT OF ADMINISTRATIVE SERVICES
IOWACCESS ADVISORY COUNCIL
Wednesday, November 12, 2008, 1:00 PM – 4:30 PM
Hoover Building, A Level, Conference Room 5

1. Introductions, Approve Minutes, 2009 Meeting Dates
Richard Neri, Chair
 2. Iowa Interactive Project Update
Tracy Smith, Iowa Interactive
 3. IOWAccess Projects and Projections Spreadsheets/Monthly Report
Malcolm Huston, IOWAccess Manager
 4. DNR Nursery Sales Planning and Execution **\$150,000**
Roger Jacob, DNR
 5. DNR Special Events Scope Analysis **\$20,000**
Jeff Kopaska, DNR
 6. DNR Water Use Database Scope Analysis **\$20,000**
Mike Anderson, DNR
 7. DNR Boat Dock Registration Implementation Change Request **\$35,100**
Darrell Fremont, DAS-ITE
 8. DNR Boat Dock Registration – 3 – First Year Hosting **\$3,726**
Darrell Fremont, DAS-ITE
 9. Policy Discussions: Closing Projects
Malcolm Huston, IOWAccess Manager
 10. ITE Project Updates
Mark Uhrin, DAS-ITE
 11. Wrap Up And Adjourn
Richard Neri, Chair
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**IOWAccess Advisory Council
Meeting Minutes of September 10, 2008, 1:00 PM
Hoover Building, Level A, Conference Room 5**

Draft

- Present: Richard Neri, Barbara Corson, Kathleen Richardson, Sheila Castaneda, Terri Selberg, Dawn Ainger, Kelly Hayworth, Tom Gronstal, Beth Baldwin
- Absent: Glen Dickinson, Dan McGinn, Lawrence Lentz, Terrence Neuzil, Ron Wieck, Jeff Danielson, Vicki Lensing, Carmine Boal
- Guests: John Gillispie, Malcolm Huston, Mark Uhrin, JoAnn Naples, Drew Dinsmore, Darrell Fremont, Tracy Smith, Wayne Middleton, Bo Berntsen, Julie Leeper, Mary Hadd, Amelia Adkins, Bob Pals, Angela Dalton (Ombudsman's Office), David Adelman (representing the Technology Association of Iowa), Jim Fox, Deb McDaniel, Diane Van Zante

Council Chair, Dick Neri, opened the meeting at 1:06 p.m. and noted that a quorum of members was present.

1. Introductions, Approve Minutes, Iowa School Alerts Award – Richard Neri, Chair.
All members and guests introduced themselves. Terri Selberg moved approval of the July 9, 2008 morning meeting minutes. Dawn Ainger seconded the motion. An oral vote was taken; the minutes were unanimously approved as written. Barbara Corson moved approval of the July 9, 2008 afternoon meeting minutes. Dawn Ainger seconded the motion. An oral vote was taken; the minutes were unanimously approved as written.

The Iowa School Alerts system has won another award, this one from the Center for Digital Government in the “Community - Tighter Bonds” category. Seed money for the Iowa School Alerts system came from IOWAccess.

2. IOWAccess Projects and Projections Spreadsheets/Monthly Report and Change Request Advice - Malcolm Huston, IOWAccess Manager.
Malcolm provided an overview of the projects and projections spreadsheet which presents rough dollar estimates for future stages of existing projects and for all phases of new projects that have been submitted for approval.

A \$22,000 change request submitted on behalf of the Civil Rights Commission was approved by the IOWAccess Chair and the CIO (John Gillispie), pursuant to a previously approved policy giving the Chair discretion to approve items up to \$25,000, with the CIO's approval.

3. CREW – Funding Request Clarification – Malcolm Huston, IOWAccess Manager.
The Iowa County Real Estate Web (CREW) portal team sent the Council a letter of clarification explaining that there are four participating affiliates (Auditors, Treasurers, Recorders, and Assessors), rather than five as may have been implied. Based on this clarification, does the Iowa State Association of Counties need to reapply for the CREW funding that was approved at the last meeting?
-

Is this matter related to recent media stories? No, at present there are two separate systems, but they share the same type of data and will ultimately become one and the same thing.

Beth Baldwin moved that the approval stand as previously authorized. Tom Gronstal seconded the motion. An oral vote was taken; there was unanimous agreement. Malcolm will notify the sub-affiliate who wrote the letter.

4. DNR TIP Reporting System - Request for Execution Funding (\$117,000) – Darrell Fremont, DAS-ITE.

TIP is the Turn in Poachers program initiated by the Department of Natural Resources (DNR). Informants will now have the opportunity to submit reports online in a confidential manner. The online form gathers general and suspect information. The system allows the informant to choose the county the violation is occurring in and gives a cell number for the officer in that county in case the offense is happening at the current time. Cash rewards are offered in some cases. There will be a statewide central database that incorporates data from informants and officers as well as from the subsequent investigation. DNR will also be able to pull data from the system in order to compile reports. The amount of execution funding (\$117,000) is based on the number of views and commands. DNR has two staff members ready to complete this project. Sheila Castaneda moved approval of execution funding; Kelly Hayworth seconded the motion. An oral vote was taken; all members voted to approve.

5. DNR Training – Execution Change Request Funding (\$170,000) – Darrell Fremont, DAS-ITE.

Originally, DNR wanted a system to encompass hunter education initiatives. However, DNR offers a variety of safety courses, so it makes sense to build a system that can be adapted to other courses as well. This revised concept doubles the amount of views in the application. The total cost of execution is now \$280,000 (\$110,000 originally approved in November of 2007 plus \$170,000). The scope of the project has changed, but the changes result in a product that is more useable and adaptable. This application could be a model for other states. The Central Bank of Missouri already has some interest in duplicating it. Council members noted an error in the chart on page two of the application and asked that it be corrected. Barbara Corson moved approval of the additional funding with the caveat that the corrected page be included with the September 10 meeting material. Dawn Ainger seconded the motion. An oral vote was taken; all members voted to approve.

Dawn Ainger made an official request to have all documentation sent to her on the Friday prior to the meeting.

Darrell mentioned that the DNR boat docks application is in the customer acceptance testing phase. He would like to come and demonstrate the application at the next IOWAccess Advisory Council meeting.

At the July 9 Council meeting, a decision was made to table one of the DNR funding requests. Through an oversight, the request was not added to the current agenda. Earlier

today, DNR asked to reintroduce the item, however it was determined that doing so would constitute a violation of the public meeting law.

6. IGOV OpenUp.Iowa – Request for Execution Funding (\$167,000) – Bo Berntsen, Office of the Governor.

Scope analysis on this project was completed in January 2008. Planning was completed in September 2008. It is hoped that all work on the project will be completed by March of 2009. The current site is not user friendly; the new site has more functionality, is more intuitive and easier to use. Citizens can fill out an application online, upload a resume and submit everything electronically. The new application will handle and integrate all of the functions associated with Boards and Commissions. Execution will be implemented in two steps: replace the current site, then add enhancements to the replacement site. Tom Gronstal moved approval of the requested funds; Barbara Corson seconded the motion. An oral vote was taken; all members voted to approve.

7. CSAC Web Portal – Request for Planning Funding (\$148,000) – Julie Leeper, Iowa College Student Aid Commission.

The College Student Aid Commission receives 140,000 applications a year and works with 60 colleges and universities in Iowa. The web portal is an important tool for Iowa students and families and will increase student access to state-funded financial aid options. It will also improve college and university reporting of state-funded financing. Students will be able to search for information, view funding options (there are 14 different programs), apply for financial aid (utilizing the FASA application), and receive eligibility information. Applicants will be able to check the status of awards in one location.

The scope analysis phase was completed in August 2008. It is hoped that the planning phase will be completed by January 2009, allowing the portal to be fully functional for the 2011 academic year. To date, the Council has awarded \$20,000 in funding. Council members noted that this is a critical project for Iowa; we want to give students incentives to stay in Iowa, so should strive to make the financial aid process as easy as possible. Dawn expressed concern about approving funding without seeing the requirements documents. Jim Fox, ITE project manager, was present at the meeting and clarified that preparation of the requirements documents is part of the planning phase currently under consideration for funding; he was however able to share some high level use cases with Dawn. Kelly Hayworth moved approval of the funding request; Sheila Castaneda seconded the motion. An oral vote was taken; all members voted to approve. Dawn Ainger made another request to have all documentation sent to her on the Friday prior to the meeting.

8. Iowa Interactive Refresher and Project Update – Tracy Smith, Iowa Interactive.
DNR campground reservations were down in July, while driver's record lookups were up. In August, DNR online campground reservations were up and call center reservations were down. Two new projects went live: the Iowa Youth Congress Static Site and the Profoods Safety Website.

Due to prior commitments, Tom Gronstal left the meeting at 2:45 p.m.

What is Iowa Interactive's relationship to IOWAccess?

Iowa Interactive was awarded the network manager contract for the state of Iowa in December 1996. Iowa Interactive manages the iowa.gov portal and provides e-government solutions including web development, application development, payment processing and ancillary services. Currently, there is a staff of 17 people. Iowa Interactive is the subsidiary of the National Information Consortium (NIC), Inc. NIC manages 21 e-government portals. Nineteen operate under the self-funded model which means that no general fund dollars support the portal, they are not held to the budgetary constraints of the state, and operate on a transaction fee model (fee-generating services cover the cost of non-fee services). Under the Iowa contract, Iowa Interactive is only allowed to receive transaction fee revenues. One dollar and forty-five cents of each \$3.00 driver's record abstract fee goes to Iowa Interactive to pay for services provided to state agencies. Last year, Iowa Interactive made \$1.2 million in driver's record fees.

Iowa Interactive provides a lot of free services to agencies, such as the creation of the Rebuild Iowa Office website. Iowa Interactive receives no pay for creation/maintenance of the iowa.gov website, the Governor's and First Lady's website, Amber Alert, or the Veterans' Cemetery site.

DAS-ITE signed the IOWAccess Network services and software license agreements with Iowa Interactive. John Gillispie spent 19 months negotiating the most recent Iowa Interactive contract. The State also owns all the intellectual property rights. ITE also provides a great deal of oversight to Iowa Interactive. ITE reviews project charters and project change requests and enters into statements of work with Iowa Interactive for services provided to state agencies.

Ways to Leverage the Portal –

- Projects that exhibit the potential of a transaction fee may be able to be self-funded or partially self-funded
- Projects that have a static or dynamic website component already fall within the Iowa Interactive contract and are funded through the \$1.45 fee received from driver's record lookups.
- Review other NIC e-government portals to determine if a similar service has already been developed for another entity or administration.

Council members asked that Tracy's PowerPoint presentation be posted to the IOWAccess website. It was subsequently posted with the September 2008 meeting documents at the following link: http://iowaccess.iowa.gov/reports_2008.shtml

There is no requirement to use Iowa Interactive. If Iowa Interactive does poor quality work, no one will seek their services, but they continue to receive recommendations from satisfied customers.

Due to prior commitments, Kelly Hayworth left the meeting at 3:12 p.m.

9. ITE Project Updates – Mark Uhrin, DAS-ITE.

Mark provided an overview of the IOWAccess-funded projects that are being completed by his staff. Dawn Ainger expressed interest in reviewing material that substantiates work completed on the CREW project. Mark indicated he would provide that.

10. Wrap Up and Adjourn – Richard Neri, Chair.

Barbara Corson would like to discuss projects that are dormant. Please add this item to the agenda for the next meeting. Malcolm is tracking old projects, but is not using any formal rules. Malcolm was asked to propose a policy on dormant projects to bring back to the next meeting. John Gillispie suggested that the Council establish official policies through administrative rule. There are a few other things that should probably be addressed as well.

As a point of clarification, when money is approved by the DAS Director for a specific project, an account is set up in DAS-ITE and earmarked for that particular project. No money is initially transferred to the agency. The agency spends its own money and then requests reimbursement.

Members expressed uncertainty with regard to how project estimates are figured. Is there some method that could be used across the board that would be more transparent?

The next meeting is November 12, 2008. Agenda items include:

- Scoping and metrics
- Dormant projects policy
- How do project sponsors come up with estimates
- Does the Council want to review funding requests periodically

There being no further business, the meeting adjourned at 3:27 p.m.



IOWAccess Advisory Council

IOWAccess Revolving Fund Project Application

Proposing agencies should complete and submit Parts I, II and III to request Planning approval, then complete and submit Parts IV and V to request Execution approval.

Part I - Project Information

Date:	08-27-08
Agency Name:	Department of Natural Resources
Project Name:	State Forestry Nursery Sales (Seedling)
Agency Manager:	Roger Jacob, Forestry Supervisor
Agency Manager Phone Number / E-Mail:	Rogerjacob@dnr.iowa.gov 515-233-1161
Executive Sponsor (Agency Director or Designee):	Ken Herring, Conservation & Recreation Division Administrator
Initial Total for Planning:	\$50,000
Initial Total for Execution:	\$100,000
Initial Total for all Phases of Project, if Multi-Phased:	\$150,000
Project Timeline: (estimate start and end dates for project spending)	Planning Start Date: January 16, 2009 Planning End Date: February 28, 2009 Execution Start Date: March 1, 2009 Execution End Date: June 22, 2009
Revised Total for Planning and Execution:	\$150,000
Revised Total for all Phases of Project, if Multi-Phased:	\$170,000

Part II - Project Overview

A. Project Summary: Describe the nature and use of the proposed project, including what is to be accomplished, how it will be accomplished, and what the costs and benefits will be.

Response:

The purpose of the project is to re-engineer the current sales system to a web enabled application with a better process for purchasing nursery products from the DNR State Forest Nursery. The plan is to use the requirements gathered in the scope analysis phase and to complete the design and to develop and implement a web enabled system. The web enabled system will result in ease of use by the Iowa Department of Natural Resources and general public allowing online purchasing of products, specifically seedling trees, from the State Forest Nursery.

More than one million trees are sold each year. The new system will eliminate many of the manual processes. The result will streamline processes within the DNR for DNR Accounting and Forestry staff, while providing the best customer service possible utilizing updated technology. The system will ensure that requirements for sales, accounting and auditing are met in an automated fashion that prevents errors and duplication, while allowing the customer to purchase products utilizing a credit or debit card or other payment mechanisms. The benefit to the public in web enabling these sales is enabling the convenience of ordering via the Internet 24 x 7. Enabling the ordering of seedling packages outside of normal business hours has the potential to increase the sales from the Nursery, which would be an additional benefit.

Benefits include:

- *The Forestry Nursery Sales (Seedling) improvements will allow real-time updates to the integrated system resulting in improved services for the customer.*
- *Sales made online will occur according to established business rules.*
- *The new system will allow the public real time access to data to search and review information or change their orders independently of the DNR quickly, accurately and easily.*
- *Searching, sorting and processing will be improved and will result in more efficiency for the customer and DNR.*
- *Data integrity will be greatly improved. The system will have built in edits and standardized drop down lists to prevent data being entered incorrectly, which will improve data integrity and consistency.*
- *Additional required fields will be input on the system so that data will be more accurate and complete.*
- *More accurate data will be available for DNR planning and decision making purposes.*
- *An improved system will reduce staff time spent entering and processing information to correct errors. Personal frustration caused by working with manual processes will be reduced.*
- *Traceability measures will identify who made what changes and reduce finger pointing.*
- *The Forestry Nursery Seedling program will be supportable by the DNR IT department instead of being key person dependent.*
- *Significant reduction rework and problem resolution efforts.*
- *Automatic generation and delivery of reports to stakeholders.*
- *Automatic account and user profile creation.*
- *A new administrative module will allow management of users in the system, tracking of changes to the records, form generation, etc.*

This effort also includes the following:

- **Adherence to Standards**
 - *The solutions will adhere to established contracts, requirements, policy and standards.*
 - *The completed web application will be developed according to ITB standards to increase IT staff's ability to update and support the application once the consultant leaves.*
 - *Compliance with data standards will result in a system with more integrity.*

- *Reuse of code will be available for sales of other goods or services as the department determines there is a need.*
- *Compliance with the PCI (Payment Card Industry) standards, the Treasurer's requirements for depositing money and our Accounting staff expectations will be assured.*
- *PCI and State Auditor issues will be reduced or eliminated entirely by following standards and procedures established by each entity.*
- *Documentation will provide better ongoing support of the system and will assist in eliminating any State Audit Exceptions.*

- **Customer Notification**

The system will eventually allow notification of customers when trees orders are being taken and allow other types of communication and notifications. The notification will be computer generated to reduce manual effort resulting in savings from postage expenses. Forestry will have an individual account number for each customer with a separate order number so customer purchasing information may be retrieved by the customer and DNR.

- **Improved Electronic reporting and tracking.**

- *Simplified report generation using SQL Reporting Services will enable end-user ad-hoc reporting.*
- *Electronic reports will be created to meet the needs of the DNR. In addition, tracking and accountability measures will be improved.*
- *Data and reports will be accessible and available to Central Office and other personnel working in other areas of the State*

- **Inventory and Picking List**

An inventory system and picking list will be available for DNR Forestry. The inventory will be accessed and tracked immediately, and a picking list generated as needed or on-demand, so that DNR staff may package and ship the items sold. A tracking mechanism for delivery of the trees is also anticipated. Printing of inventory and picking lists must be allowed at the State Forestry located in Ames Iowa as that is where the work processes take place.

- **Improved Record Storage & Archival**

Data will be automatically archived for historical purposes and easy reference. Currently several versions of the database are kept in separate files on Ames Forest Nursery shared network. Customer data should be considered active for five years starting with the last date an order was placed with the DNR State Nursery. Archived data will be kept for seven years from the date of the archive.

B. Strategic Plan: How does the proposed project fit into the strategic plan of the requesting agency?

Response:

The mission of the DNR is "To conserve and enhance our natural resources in cooperation with individuals and organizations to improve the quality of life in Iowa and ensure a legacy for future generations." Our vision is "Leading Iowans in caring for our natural resources". Planting trees in Iowa, especially those targeted at increasing our wildlife habitat, is directly related to our mission and vision statements. This project aligns with the DNR's Strategic Plan and specifically these goals: Iowa will have a healthy and safe environment; Iowa will have abundant, high-quality opportunities for responsible use and enjoyment of its natural resources; DNR models and promotes sustainable practices. A strategy included in the plan is for DNR to embrace technological efficiencies.

C. Current Technology: Provide a summary of the technology used by the current system. How does the proposed project impact the agency's technological direction? Are programming elements consistent with a Service Oriented Architecture (SOA) approach? Are programming elements consistent with existing enterprise standards?

Response:

The nursery sales database has been in existence for many years and needs to be revamped to use newer technology to allow customer convenience through access via the Internet. Changing the system to a web enabled application will increase the DNR's ability to provide ongoing support for the application. The system has been developed in DBase and is maintained by one person from Iowa State University. She is the only DNR staff person that knows how to maintain the system. This person will be retiring and will no longer be able to support the system. The desire is to have the system maintained by in house programmers or through a support agreement with a vendor.

The intent is to host the application at ITE and utilize their web servers and a SQL database server located at ITE. SQL Reporting Services is the tool currently utilized for report generation at the DNR. The programming elements are consistent with existing enterprise (ITE) standards. All DNR and enterprise standards will be met. In addition the following will occur:

- Existing technology will be modified and improved to use C#, .Net, and SQL.*
- There will improved traceability of transactions indicating when the change was made, by whom and for what reason.*
- If additional electronic storage requirements are needed, arrangements will be worked out with ITE and DNR for proper record retention*
- Network capacity and security requirements will be determined. The impact to network capacity will be minimal and seasonal. The heaviest transaction period will be from the period of August through May.*

D. Statutory or Other Requirements

Is this project or expenditure necessary for compliance with a Federal law, rule, or order?

- YES (If "Yes", cite the specific Federal law, rule or order, with a short explanation of how this project is impacted by it.)

Response:

Is this project or expenditure required by state law, rule or order?

- YES (If "YES", cite the specific state law, rule or order, with a short explanation of how this project is impacted by it.)

Response:

Does this project or expenditure meet a health, safety or security requirement?

- YES (If "YES", explain.)

Response:

Is this project or expenditure necessary for compliance with an enterprise technology standard?

- YES (If "YES", cite the specific standard.)

Response:

[This section to be scored by application evaluator.]

Requirements/Compliance Evaluation (15 Points Maximum)

If the answer to these criteria is "no," the point value is zero (0). Depending upon how directly a



qualifying project or expenditure may relate to a particular requirement (federal mandate, state mandate, health-safety-security issue, or compliance with an enterprise technology standard), or satisfies more than one requirement (e.g. it is mandated by state and federal law and fulfills a health and safety mandate), 1-15 points awarded.

E. Impact on Iowa's Citizens

1. Project Participants - List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, other levels of government, etc.) and provide commentary concerning the nature of participant involvement. Be sure to specify who and how many **direct** users the system will impact. Also specify whether the system will be of use to other interested parties: who they may be, how many people are estimated, and how they will use the system.

Response:

Parties interested in this project include the following:

The public, farmers, business, and Department of Natural Resources (DNR), DNR Conservation and Recreation staff, Iowa Prison Industries, the Treasurer's Office, the Auditor's Office, Natural Resource Commission (NRC), Iowa State University and the public as our customer.

There are 2,000 to 3,000 direct users of the system that will be impacted.

This project meets Goal 3 of the Governor's Leadership Agenda to Improve the quality of Iowa's air, land and water resources. This also includes the Governor's "Green" initiative in reducing travel and saving resources.

The following Project Stakeholders must be involved:

- *Roger Jacob, Nursery Supervisor and Project Owner for project planning and execution.*
- *Kandy Weigel, Project Manager system matter expert (SME)*
- *Kathy Shelly, ISU Statistics, current IT support for the Seedling program.*
- *DNR Accounting and Budget, supervisor for accounting requirements.*
- *DNR IT Bureau Business Analyst for project planning and execution*
- *Vendor for requirements definition and application development.*
- *ITE Infrastructure Supervisor, hardware/software interoperability and hosting.*
- *ITE Project Manager, for e-payment engine, I3 and Wells Fargo interfaces*
- *DNR Data Base Administrator, ensuring compatibility with DNR data standards/requirements.*

2. Service Improvements - Summarize the extent to which the project or expenditure improves service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

Response:

Service improvements to the customer will be the primary improvement, reducing the hassle factor, enhancing services and improving process.

Changing the system to a web enabled application will increase the DNR's ability to provide ongoing support for the application. The system has been developed and is maintained by one person from Iowa State University. She is the only DNR staff person who knows how to maintain the system. DNR pays a service to her to make updates and to do fixes. If she is unavailable, then it will be difficult to find someone who understands the

application, the language it's written in, and the business processes it implements, within the DNR or through an outside consultant.

Nursery staff time will be freed from taking orders and entering them and processing the payments, when the customer is allowed to do the ordering online. In addition, workloads will be more evenly balanced through improved inventory tracking and automated picking lists for orders. If necessary, staff time can be re-directed to tasks that would add value to improving and preserving Iowa's natural resources. Automated reports will free up time staff now spend in their compilation. In addition, reports will be available immediately to accounting, treasurer and auditor staff.

An inventory system and picking list will be available for DNR Forestry staff. The inventory will be accessed and tracked immediately, and a picking list generated daily, so that DNR staff may package and ship the items sold. The ability to pick orders more timely will result in quicker delivery of the product to the citizen. A tracking mechanism for delivery of the trees is included.

The DNR home page will be designed to include an online link facilitating the customer access to the sales process, eliminating unnecessary phone calls and allowing them to do business from the DNR home page.

Utilization of the E-payment process and changes in the manual processes will help avoid potential future PCI non-compliance fines and penalties associated with failure to meet PCI standards as determined during the audits. Security of confidential information will be assured through the use of the ITE Authentication and Authorization module.

3. Citizen Impact – Summarize how the project leads to a more informed citizenry, facilitates accountability, and encourages participatory democracy. If this is an extension of another project, what has been the adoption rate of Iowa's citizens or government employees with the preceding project?

Response:

See items described in Part II, A. above. In summary, customer notification will provide the purchases immediate information as to the types and availability of products. An online system will encourage the sales of trees 24 x 7, 365 days a year. The system tracking and payment mechanisms will improve accountability and ensure payments are authorized. Citizens will know immediately if their product is in stock. If not they may choose from other items in inventory without DNR staff intervention.

4. Public Health and/or Safety – Explain requirements or impact on the health and safety of the public.

Response:

Citizens will not have to travel to the Nursery to order or pay for goods. They can process their orders through the safety of their own homes. In addition, elimination of travel requirements helps the citizen reduce fuel utilization, saving the environment and saving them money.

[This section to be scored by application evaluator.]

Impact Evaluation (15 Points Maximum)

- Minimally directly impacts Iowa citizens (0-5 points).
- Moderately directly impacts Iowa citizens (6-10 points).
- Significantly directly impacts Iowa citizens (11-15 points).



[This section to be scored by application evaluator.]

Customer Service Evaluation (10 Points Maximum)

- Minimally improves customer service (0-3 points).
- Moderately improves customer service (4-6 points).
- Significantly improves customer service (7-10 points).



F. Scope

Is this project the first part of a future, larger project?

YES (If "YES", explain.) NO, it is a stand-alone project

Response:

Is this project a continuation of a previously begun project?

YES (If "YES", explain.)

Response:

Only from the standpoint that the Scope Analysis has been completed and now it is necessary to move forward with design and implementation of the project.

[This section to be scored by application evaluator.]

Scope Evaluation (10 Points Maximum)

- This is the first year of a multi-year project / expenditure or project / expenditure duration is one year (0-5 points)
- The project / expenditure is of a multi-year nature and each annual component produces a definable and stand-alone outcome, result or product (2-8 points).
- This is beyond the first year of a multi-year project / expenditure (6-10 points)



The last part of this criteria involves rating the extent to which a project or expenditure is at an advanced stage of Execution and termination of the project / expenditure would waste previously invested resources.

G. Source of Funds

On a fiscal year basis, how much of the total project cost (\$ amount and %) would be absorbed by your agency from non-Pooled Technology/IOWAccess funds? If desired, provide additional comment / response below.

Response:

Funding will be 100% from the IOWAccess Fund.

[This section to be scored by application evaluator.]

Funds Evaluation (5 Points Maximum)

- 0% (0 points)
- 1%-12% (1 point)
- 13%-25% (2 points)
- 25%-38% (3 points)
- 39%-50% (4 points)
- Over 50% (5 points)



Part III – Planning Proposal

Amount of Planning Funding Requested: \$50,000

A. Process Reengineering

Provide a *pre-project or pre-expenditure* (before Execution) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens interact with the current system.

Response:

See E-2 for a description of current costs incurred. Most of the costs are due to manual processes for internal DNR staff and to the customer when he/she must travel or communicate via the phone.

The current order process is as follows:

1. *The office receives orders in several ways:

 - a) *The majority of orders come in via a phone call to the State Nursery.*
 - b) *Customers can place orders at the main or by phone.*
 - c) *Orders can be created on the web. These result in an email sent to the DNR containing contact information for the person placing the order, as well as the requested items. These orders turn into an invoice to the customer, which has payment handled by telephone or counter process. However, this process is basically static and does not enable interaction or immediate feedback regarding the processing of the order.**
2. *Order information and payment information (including credit card numbers) were entered into the database application at one time. Credit card numbers will not be allowed in the new system, due to PCI compliance. An interface with Authorize.net that allows one authentication method will be considered pending ITB Security Officer approval.*
3. *A short term fix using a point-of-sale device to process credit card orders as they arrive has been put in place. This lowered the amount of effort needed for PCI compliance by eliminating the electronic storage of sensitive data, removing the office's network from the need to be PCI compliant and verifying transactions at the time the order was placed.*
4. *The Long-term fix involves re-engineering the Nursery sales application so that its payment functions are going directly to Authorize.net. This would enable payment for services without Forestry staff intervention.*
5. *The credit/debit card payment information is handled by Wells Fargo bank via a point of sale device located at the nursery. Credit card numbers are entered into the device and the transaction is submitted across a T-1 phone line and is immediately approved or declined. If any transactions are declined, they are handled by a manual process (usually telephone calls to the customer to verify information necessary for the transaction), then re-submitted to Wells Fargo bank for approval. Usually at the end of every day the batch is settled via the point of sale device across the T-1 line. The successful transactions are used as input to the order database to update the status of the orders in the system.*
6. *Reports and Records: Monthly summary reports are generated on orders. One copy of the report is stored at the State Forest Nursery, another copy is sent to the Cashier's Office in the Wallace Building. Normally the copy is sent to the Cashier's office via personal delivery, but use of Interoffice occurs as well.*

Provide a *post-project or post-expenditure* (after Execution) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens will interact with the proposed system. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

Response:

Described above in Part II, Project Overview, Section A.



- Minimal use of information technology to reengineer government processes (0-3 points).
- Moderate use of information technology to reengineer government processes (4-6 points).
- Significant use of information technology to reengineer government processes (7-10).

B. Timeline

Provide a projected timeline for the Planning phase of the project. Include such items as **start date, projected end date**, planning, and database Planning. Also include the parties responsible for each item.

1. *IOWAccess Approval November 12, 2008*
2. *TGB RFP Advisory Group Approval, November 26th*
3. *Full TGB Approval on December 11*
4. *RFP Release—December 15, 2008*
5. *Bids Received January 2, 2009*
6. *RFP Award— January 9, 2009*
7. *Vendor Start Date – January 16, 2009*
8. *Design—January 16, 2009*
9. *Coding—March 1, 2009*
10. *Testing—May 18, 2009*
11. *Deployment to production— June 8, 2009*
12. *Database conversion—June 22, 2009*
13. *Usage by the public August 1, 2009.*

The DNR will be responsible for items 1-6. The vendor will be responsible for 7-12.

[This section to be scored by application evaluator.]

Planning Timeline Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).



C. Spending plan

Explain how the funds will be allocated.

IOWAccess funds will be utilized to complete the Design and Implementation Phases of this project. Execution will include the development of a database with web portal and migration of data from existing and historic database into the newly created database.

D. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the Planning Financial Benefit Worksheet, # 5 below and the Execution Financial Benefit Worksheet, # IV E3, as necessary:

1. One Year Pre-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project Execution. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process prior to project Execution.

Describe One Year Pre-Project Cost:

The current costs are related primarily to staff time not being utilized efficiently. In addition, the DNR incurs postage cost for mailings and printing costs for invoices and telephone expenses.

Quantify One Year Pre-Project Cost:

	State Total
FTE Cost(salary plus benefits):	\$10,000
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$10,000
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$
Total One Year Pre-Project Cost:	\$20,000

2. One Year Post-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project Execution. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process after project Execution.

Describe One Year Post-Project Cost:

Customers will have access to inventory and will know exactly when their trees are coming via the system. It will save them money and time in rescheduling planters. Time will be saved for the customer and for the nursery staff because orders won't have to be changed. Reports will be available to the Central Office in Des Moines immediately saving the time it takes to compile the information. On-line orders from customers will receive automatic e-mail notification. This will reduce the amount of time that the nursery staff spend on the phone.

Quantify One Year Post-Project Cost:

	State Total
FTE Cost(salary plus benefits):	\$0
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$0
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$0
Total One Year Post-Project Cost:	\$0

3. One Year Citizen Benefit - Quantify the estimated one year value of the project to Iowa citizens. This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of \$10 per hour for citizen time.

It is estimated that at least \$30,000 could be saved by citizens. This is estimated based on time needed for citizens to travel to Ames, taking time off work, and expenses related to travel (3,000 customers x 1 hour x \$10 per hour= \$30,000). Estimated travel distance 10 miles x 1 gallon of gas at \$4.00 a gallon = \$120,000.

<u>Transaction Savings</u>	
Number of annual online transactions:	
Hours saved/transaction:	1
Number of Citizens affected:	3,000
Value of Citizen Hour	\$10
Total Transaction Savings:	\$30,000
Other Savings (Describe)	\$120,000
Total One Year Citizen Benefit :	\$150,000

4. Opportunity Value/Risk or Loss Avoidance - Quantify the estimated one year non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc

Response:

If the DNR did not follow PCI requirements for security of credit/debit cards, it could experience fines in the hundreds of thousands.

5. Planning Financial Benefit Worksheet

A. Total One Year Pre-Project cost (Section III D1):	\$20,000	
B. Total One Year Post-Project cost (Section III D2):	\$0	
C. State Government Benefit (= A-B):		\$ 20,000
D. One Year Citizen Benefit (Section III D3):		\$150,000
E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):		\$100,000
F. Total Planning Benefit (C+D+E)	\$270,000	
G. Annual Prorated Cost (From Budget Table, Section IV C):	\$82,000	
Benefit / Cost Ratio: (F/G) =	33%	
Return On Investment (ROI): ((F-G) / Requested Project Funds) * 100	\$188,000	

6. Benefits Not Readily Quantifiable - List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response:

[This section to be scored by application evaluator.]

Planning Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).



Part IV – Execution Funding

Amount of Execution Funding Requested: \$

Amount of Hosting Requested: \$7,000

Note: Projects developed by DAS-ITE allow first year of hosting charges

A. Timeline

Provide a projected timeline for the Execution phase of the project. Include such items as **start date**, coding, testing, deployment, conversion, parallel installation, and **projected date of final release**. Also include the parties responsible for each item.

Response: See Part III, B.

[This section to be scored by application evaluator.]

Execution Timeline Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).



B. Funding Requirements

On a fiscal year basis, enter the estimated cost by funding source: Be sure to include developmental costs and ongoing costs, such as those for hosting the site, maintenance, upgrades.

	Current FY		Current FY +1		Current FY +2	
	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost
State General Fund	\$0	0%	\$0	0%	\$0	0%
Pooled Tech. Fund /IOWAccess Fund	\$150,000	0%	\$7,000	0%	\$7,000	0%
Federal Funds	\$0	0%	\$0	0%	\$0	0%
Local Gov. Funds	\$0	0%	\$0	0%	\$0	0%
Grant or Private Funds	\$0	0%	\$0	0%	\$0	0%
Other Funds (Specify)	\$0	0%	\$0	0%	\$0	0%
Total Project Cost	\$150,000	0%	\$7,000	0%	\$7,000	0%
Non-Pooled Tech./Non-IOWAccess Total	\$0	0%	\$0	0%	\$0	0%

[This section to be scored by application evaluator.]

Execution Funding Evaluation (10 Points Maximum)

- The funding request contains questionable items (0-3 points).
- The funding request seems reasonable with few questionable items (4-6 points).
- The funding request seems reasonable with no problem areas (7-10).



C. Project Budget Table

It is necessary to estimate and assign a useful life figure to each cost identified in the project budget. Useful life is the amount of time that project-related equipment, products, or services are utilized before they are updated or replaced. In general, the useful life of hardware is three (3) years and the useful life of software is four (4) years. Depending upon the nature of the expense, the useful life for other project costs will vary between one (1) and four (4) years. On an exception basis, the useful life of individual project elements or the project as a whole may exceed four (4) years.

The Total Annual Prorated Cost (State Share) will be calculated based on the following equation:

$$\left[\left(\frac{\text{Budget Amount}}{\text{Useful Life}} \right) \times \% \text{ State Share} \right] + (\text{Annual Ongoing Cost} \times \% \text{ State Share}) = \text{Annual Prorated Cost}$$

Budget Line Items	Budget Amount (1 st Year Cost)	Useful Life (Years)	% State Share	Annual Ongoing Cost (After 1 st Year)	% State Share	Annual Prorated Cost
Agency Staff	\$0		%	\$0	%	\$0
Software	\$100,000	4	%	0	%	\$25,000
Hardware	\$		%	\$	%	\$
Training	\$		%	\$	%	\$
Facilities	\$		%	\$	%	\$
Professional Services	\$50,000	1	%	\$	%	\$50,000
ITE Services	\$		%	\$7,000	%	\$ 7,000
Supplies, Maint., etc.	\$		%	\$	%	\$
Other	\$		%	\$	%	\$
Totals	\$		%	\$7,000	%	\$82,000

D. Spending plan

Explain how the funds will be allocated.

The funds will be used to complete the design and execution phases of the project. Execution will include development of database with web portal and migration of data from existing and historic databases into the newly created database.

E. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the Execution Financial Benefit Worksheet, #3 below, as necessary:

- 1. Opportunity Value/Risk or Loss Avoidance** – Quantify the estimated annual non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to

health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

Response:

As we transition from the old system to the new system there will be a sequence of events that will happen. The public's access to this information will be enhanced and much easier to access saving them time which equals money. Most messages now that may come via the phone or in on hard copies via U.S. Mail will now come electronically. Order information will all be displayed via website pages. The public and DNR staff will all benefit on time savings (indirect), materials, information will be up to date, records will be more accurate and submitted in a timely fashion and retention (external & internal) will be greatly improved. All of the user groups win!

Having timely and complete information will allow for the most productive use of limited resources. The public will have the opportunity to place orders easily and to obtain timely, complete reports on their orders and the status of those orders. In addition, they will have the ability to view prior orders from previous years.

2. Benefits Not Readily Quantifiable – List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response:

This project is going to revolutionize the way the Iowa DNR Forestry information is advertised, presented, organized, delivered, recorded, maintained and kept. Technology of this level is the key to streamlining and impressing the Iowa citizen, with what our department has to offer. Reduce the hassle factor of traveling to the Ames office to order or pay for orders.

This web application will allow the DNR and legislature the ability to easily obtain information needed for required reporting to the legislature, federal government, etc.

3. Execution Financial Benefit Worksheet

A. Total One Year Pre-Project cost (Section III D1):	\$20,000	
B. Total One Year Post-Project cost (Section III D2):	\$0	
C. State Government Benefit (= A-B):		\$20,000
D. One Year Citizen Benefit (Section III D3):		\$150,000
E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):		\$0
F. Total Planning Benefit (C+D+E)	\$170,000	
G. Annual Prorated Cost (From Budget Table, Section IV C):	\$82,000	
Benefit / Cost Ratio: (F/G) =	2	
Return On Investment (ROI): ((F-G) / Requested Project Funds) * 100	59	

[This section to be scored by application evaluator.]

Execution Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).



Evaluation Summary

[This section to be completed by application evaluator.]

Planning Phase:

Requirements/Compliance Evaluation (15 Points Maximum)	<input type="checkbox"/>
Impact Evaluation (15 Points Maximum)	<input type="checkbox"/>
Customer Service Evaluation (10 Points Maximum)	<input type="checkbox"/>
Scope Evaluation (10 Points Maximum)	<input type="checkbox"/>
Funds Evaluation (5 Points Maximum)	<input type="checkbox"/>
Reengineering Evaluation (10 Points Maximum)	<input type="checkbox"/>
Planning Timeline Evaluation (10 Points Maximum)	<input type="checkbox"/>
Planning Financial Evaluation (15 Points Maximum)	<input type="checkbox"/>
<u>TOTAL PLANNING EVALUATION</u> (90 Points Maximum)	<input type="checkbox"/>

Execution Phase:

Execution Timeline Evaluation (10Points Maximum)	<input type="checkbox"/>
Execution Financial Evaluation (15 Points Maximum)	<input type="checkbox"/>
Execution Funding Evaluation (10 Points Maximum)	<input type="checkbox"/>
<u>TOTAL EXECUTION EVALUATION</u> (35 Points Maximum)	<input type="checkbox"/>

Part V – Auditable Outcome Measures

For each of the following categories, list the auditable metrics for success after Execution and identify how they will be measured.

1. Improved customer service

Response:

Metric: 80% of public respond positively to survey.

How: Collect comments from the public via staff and web-site

2. Citizen impact

Response:

Metric: 20% Increase in usage of online ordering percentage

How: Measure number of orders taken online and in person

3. Cost Savings

Response:

Metric: Maintain budget expenditures savings month by month.

How: Compare average monthly costs to actual costs.

4. Project reengineering

Response:

Metric: New web design improves access and quality of data while shortening the time it takes to place orders.

How: Customer survey responses indicate positive response. Number of data error corrections goes down.

5. Source of funds (Budget %)

Response:

Metric: Program funds continue to be maintained at same level.

How: Use our accounting staff to help measure expenditures.

6. Tangible/Intangible benefits

Response:

Metrics below:

Improved order processing services.

Streamlined data management process.

Reduced number of phone calls to Ames Nursery.

Improved order tracking processes.

Improved account history of orders.

Increase in data based decision making and planning.

Planting may be based on the data coming from the system indicating customer desires for products.

Reduction of in house data entry.

Increase in the timeliness for fulfilling orders.

No doubt we will be able to use the savings to improve delivery to the public and improve on marketing and education for planting and preserving resources.

The current process for booking these events requires promoters, organizers, and the public to plan for their event and to contact the DNR for applications and permits to hold the events a minimum of 30 calendar days before the event. Currently each Conservation and Recreation bureau in the DNR has its own permits and paper forms that must be completed to hold an event on state property. The public may have to make multiple inquiries to obtain the proper paperwork to apply for the permit to hold the event. Often multiple permits must be submitted, as is the case for certain fishing tournaments, where the Fisheries Bureau and Parks Bureau may have to give approval for the event.

Once the appropriate forms are submitted to the department there is much coordination required to ensure that the events are approved, denied or modified by the park or area supervisor, land manager, internal staff supervisors, etc. This process is complicated for a number of reasons including the manual processes. There is a need to consider safety, crowd control and environmental issues, before the DNR approves usage of state land, especially when multiple events may be occurring at the same time.

Coordination of these efforts is imperative so that the events do not interfere with or impede the normal use of the area by the public or cause and extra or unusual hazards to spectators. The DNR is responsible for addressing any objections to events that may be received from other interested parties.

The sponsoring organization needs to indicate whether their patrolling is adequate for safe conduct of the event and in some cases, additional law enforcement assistance is required. The number of vessels or vehicles provided by sponsoring organizations for safety assistance must be known and planned.

Other types of event applications submitted to the DNR capture information about the specific location of the event (lake or specified boat ramp, shelter, picnic area, beach, marina, parking lot, trails, portions of the wildlife area, etc.). The number of participants, the number of spectators and vendor information is also collected. Fishing permits enable the collection of key information necessary to monitor and control biological species of fish. This includes the number of fish caught, whether or not the fish are released, the fish weights and lengths, and the number of people entered for the tournament. Special conditions are also noted by the Fisheries Biologists for internal use by the DNR and, if requested, the applicant must return a report within 30 days after the tournament to the DNR.

Often proof of liability insurance naming the applicant and the DNR as additional insured is necessary. Event coordination is necessary to limit the DNR's responsibility for injury to persons or damage to property arising out of or incident to the activities that are subject to the application. Issuance of a special event permit does not imply that the permittee has exclusive use of the area unless a facility has been reserved pursuant to DNR rule, so it is important that the application understand exactly what privileges for which they are permitted.

Finally, the DNR sometimes attaches separate written information once the permit has been authorized, such as after hour access to the park. Therefore, the information must be processed timely and responses from the DNR may contain separate attachments or documentation with specific stipulations for usage. For example, applicants must have permits available during the event so they can provide it to any State Park Personnel or Conservation (law enforcement) Officer upon request.

The various Special Event Applications and Permits are covered under different sections of Code, depending on the type of event. Timing and coordination are very important when more than one permit is required and must be approved by more than one DNR Bureau. Delays or inability to plan appropriately due to manual processes negatively impact the public in multiple ways (safety, congestion, limits on regular usage, etc.).

Expected Results in this Project

The expected results of this project include a unified Special Events web application and reporting system for the Conservation and Recreation Division of the DNR. The objective is to coordinate various types of events into one streamlined application, approval and notification process, whereby the Citizen and DNR staff has

immediate access to information about what events have been scheduled, the type of event and any special information regarding multiple events. This online data will facilitate faster decision making by DNR staff, especially those out in the actual parks (field) based on accurate data that is updated in real time. The current system does not allow access to information and is a manual, time intensive process. The expected result is that the streamlining of workflow processes will occur, enabling appropriate levels of approval by DNR central office and/or field staff in an automated fashion. In some cases multiple levels of approval across Bureaus will be necessary and this system will have the capability to automatically notify and prompt for the necessary approvals, without manual intervention.

The vision is that the public will access the DNR web site to find information about natural resources related events on State property for any date, whether they want to plan, attend, or avoid an event, or just use existing facilities. The application will include instructions for all permits and various information regarding requirements for multiple permits. The application will also include other necessary information for the public and organizers.

The DNR will allow submission of the applications for special event permits online utilizing the new system. The application will be automatically routed to the correct approvers. The system will “know” who needs to be informed of the application based on geographic reference information. For example the approval may go to a specific conservation officer based on the county, or a park ranger and/or park manager if it is in a state park. In addition, authorized users, such as park managers, will have the option to select specific days that certain special events will not be allowed at a location, in order to ensure the public has regular access and usage of facilities at the location.

Sometimes the public is unaware that the Coast Guard, Corp of Engineers, or other Federal Government entity is in charge of property and bodies of water in and along the State of Iowa when they are planning an event. The vision is that the new application will advise them of this and of the need for both a State permit and/or Coast Guard, Fish and Wildlife Service, or Corp of Engineers authorization. In addition, the plan is to provide a link from this system to the Federal entity as an additional service to the customer. An exchange of information and data could be possible by linking various systems. For example, automatic links from the new system with the existing DNR Campground Reservation system and other existing DNR systems will be programmed, so that information may be relayed and coordinated between interfacing systems.

Applicants will be required to enter contact information that will be used to provide feedback on their application i.e. they cannot apply for a special event on a particular date. The contact information will also be valuable in case there is a park closing, flooding of trail, etc. that will affect the event and for which the event coordinator will need to be informed.

The public reporting component will be a web interface where interested parties can query the back-end database to determine when and where special events are scheduled. This query ability will include date queries, location queries, and event-type queries. Query information will help the public to be better informed regarding activities that they chose to participate in or those that they choose to avoid at a state managed facility. In addition, prior to completing the application, the sponsoring organization and the public will be able to view the events already planned and approved for a particular state property online through this system so they have an opportunity to select an alternative site. Information will be stored and displayed on the web site as it is approved, which is a benefit to the DNR and in particular the public that either will be planning the special events or trying to avoid them. Access to data will save effort on the part of the public and DNR and will cut down on inquires. It will be especially important to the public as information can be accessed on demand at any time and will not require direct contact with the DNR during regular working hours.

Eliminating many of the manual processes will result in streamlined processes within the DNR for DNR Accounting, Customer Service and the Division of Conservation and Recreation staff, while providing the best customer service possible utilizing updated technology.

The new system must be online and able to accept applications by July 1, 2009; other components of the system, such as some of the internal communication pieces, can be implemented prior to the project completion date of October 1, 2009. It must include a mechanism for online payments to handle new application fees associated with fishing tournaments. Compliance with the with PCI (Payment Card Industry) standards, the Treasurer's requirements for depositing money and our Accounting staff expectations shall be assured. The coding of the web application should provide the ability to reuse code and charge for other types of fees in the future.

As we transition to a new system, we will also want to ask the applicants if tournaments are "open" or "closed/club only/Invitation only" tournaments, which is an enhancement to the existing processes. Administrative rules will be changed in parallel with system development to streamline processes and requirements.

To summarize, this service to the public will be greatly enhanced and improved through this new web application, enabling 24 x 7 access to information and the ability to interact and submit applications and information and to receive feedback regarding their requests through special editing. Scheduling and approval obstacles will be removed for them. Finally, the overall experience with interacting with the DNR and enjoying Iowa's great natural resources will be superior as a result of implementing this new application.

Recipients of this Service

The general public and recreational user, businesses, organizations, contestants, exhibitors, United States Coast Guard, Federal Government, DNR field and central office staff (including land managers, parks managers, biologists, law enforcement, policy staff, etc.), politicians, etc.

Request (include dollar amount and description of what will be purchased - i.e. services, hardware, software)

Project Timeline

Phase	Start Month/Year	End Month/Year	Estimated Amount
Scope Analysis	December 2008	January 2009	\$20,000
Design	February 2009	March 2009	Dependent upon scope analysis
Implementation	April 2009	July-September 2009	Dependent upon Design

Resources Being Contributed (people or funds being contributed to the project by the sponsoring agency- include role/% of time or amount in dollars)

The DNR will contribute staff time to work with the Business Analyst. It will also provide a work space and resources necessary for the Business Analyst to perform his/her duties of the job.

IOWAccess Advisory Council Scoring Factors

Each IOWAccess Advisory Council member assigns a 1 to 10 point value on the following factors to your project proposal. These scores, plus your presentation before the Council and various discussion points, form the basis for the Council's decision on your proposal. Address each factor below:

1. Statutory requirement or other mandate

Is the project required by law or regulation, or is it needed to comply with state IT standards? Does the project fulfill a new mandate or is it required by existing law? Is it required by IT standards or necessary to interface with existing application?

Yes, there are statutory requirements for special events that are covered under different sections of Code. Fishing tournaments are defined, and the rules regarding necessary permits and applications, in the Iowa Administrative Code, Section 571 (Natural Resources Commission), Chapter 88, and special events in state parks are in Chapter 61 of the Iowa Administrative Code. Dog trial permits are explained in the Iowa Code, Chapter 481A, Section 22. Special event permits for all terrain vehicles are regulated by Iowa Code in Chapter 381I, Section 8, and snowmobile special events are similarly recognized in Chapter 321G, Section 16.

2. Other funding source(s)

What other funding sources have been investigated and what were the results? Have they been applied for? What is available? Have transaction or other customer fees been considered? Is there a return to the IOWAccess Revolving Fund through transaction fees? Highest ranking for seeking/receiving outside funding.

The Department of Natural Resources (DNR), Conservation and Recreation Division is funded partially by the sale of hunting and fishing license, and partially by the State's general fund for the maintenance and upkeep of state parks, forests, and preserves. As a blended project, neither funding source is solely responsible for this project, and determining the percent responsibility or benefit to each entity would be guesswork. Thus, DNR decided to examine funding sources external to the division. No other funding sources for governmental IT projects in support of natural resource amenities were readily discovered, thus IOWAccess was determined to be the most favorable funding source. Additionally, this is a collaborative project with significant public benefits, so it seemed to be a natural fit for IOWAccess funding. Internal funding for this project would be difficult, as the natural disasters of 2008 have resulted in reductions in hunting and fishing license sales, general fund dollars to DNR remain flat, and the clean up and repairs from the aforementioned natural disasters have drained both budgets.

The current method of accepting special event permits is disjunctive, and many staff who receive and process these applications do not have the ability or authority to process payments to the state. Thus, DNR has not implemented comprehensive transaction or other customer fees to date. Implementing an online application and payment system will allow us to commence an organized, trackable payment and fee system. Income generated by this system will not be available until after project completion and deployment, but that income could be used for system maintenance and upgrades once payment collection begins.

3. Improved citizen access to government information

How is citizen access to government enhanced? Greater convenience? Better reliability? Proportion of manual/in person effort being replaced/eliminated? Faster response time? Easier to use? More secure? The greater the degree of citizen access to information, the more points.

Citizens will experience greater convenience through the use of the web application in terms of planning, scheduling and applying for permits to utilize state owned property.

The service to the public will be greatly enhanced and improved through this new web application, enabling 24 x 7 access to information and the ability to interact and submit applications and information. They will also receive faster feedback regarding their requests through special editing in the application and faster routing to the appropriate approver. Scheduling and approval obstacles will be removed for them. Finally, the overall experience with interacting with the DNR and enjoying Iowa's great natural resources will be superior as a result of implementing this new application.

The public reporting component will be a web interface where interested parties can query the back-end database to determine when and where special events are scheduled. This query ability will include date queries, location queries, and event-type queries. Query information will help the public to be better informed regarding activities that they chose to participate in or those that they choose to avoid at a state managed facility. In addition, prior to completing the application, the sponsoring organization and the public will be able to view the events already planned and approved for a particular state property online through this system so they have an opportunity to select an alternative site. Information will be stored and displayed on the web site as it is approved, which is a benefit to the DNR and in particular the public that either will be planning the special events or trying to avoid them. Access to data will save effort on the part of the public and DNR and will cut down on inquires. It will be especially important to the public as information can be accessed on demand at any time and will not require direct contact with the DNR during regular working hours.

Eliminating many of the manual processes will result in streamlined processes within the DNR for DNR Accounting, Customer Service and the Division of Conservation and Recreation staff, while providing the best customer service possible utilizing updated technology.

4. Impact on citizens or the business they conduct with the governmental entity

What segment of the citizen population is affected? Is this just a select group or the public as a whole? How does the proposed solution meet an identified need vs. a "nice to have"? Is the primary beneficiary the citizen vs. does this enhance the entity's ability to serve the citizen? Highest ranking for most citizens served.

The public as a whole will be affected. This includes citizens of Iowa, visitors to Iowa, vendors, promoter and sponsors, DNR, law enforcement agencies, federal entities, etc. The solution is a definite need to streamline functions for the public and other stakeholders. It also enhances the DNR's ability to provide various services to the public and secure their safety, while allowing all stakeholders an opportunity to enjoy Iowa's natural resources and recreational opportunities.

Once the appropriate forms are submitted to the department there is much coordination required to ensure that the events are approved, denied or modified by the park or area supervisor, land manager, internal staff supervisors, etc. This process is complicated for a number of reasons including the manual processes. There is a need to consider safety, crowd control and environmental issues, before the DNR approves usage of state land, especially when multiple events may be occurring at the same time. **Data regarding the events will be available immediately in one database to assist the DNR in coordinating and approving events.**

Coordination of these efforts is imperative so that the events do not interfere with or impede the normal use of the area by the public or cause and extra or unusual hazards to spectators. The DNR is responsible for addressing any objections to events that may be received from other interested parties. **Objections may be submitted and processed online, reducing the amount of time it takes for the individual to hear back from the DNR.**

The sponsoring organization needs to indicate whether their patrolling is adequate for safe conduct of the event and in some cases, additional law enforcement assistance is required. The number of vessels or vehicles provided by sponsoring organizations for safety assistance must be known and planned. **They will be prompted for this information and will not be allowed to proceed without entering the required information. This will improve the DNR's ability to process the special event requests more timely.**

5. Enhanced access to government information/ greater interactivity

How does the project enhance citizen one-stop electronic access to government information and transactions or allow for greater interactivity? The most points for "beneficial" use of IT to revamp business processes. Highest for total replacement. Average if adds new dimension to existing service.

Web applications are attractive because by their nature, they enhance citizen access. This particular application will also pull all the various special event processes into a "one stop" application that allows greater interactivity between the citizen and the DNR.

The current process for booking these events requires promoters, organizers, and the public to plan for their event and to contact the DNR for applications and permits to hold the events a minimum of 30 calendar days before the event. Currently each Conservation and Recreation bureau in the DNR has its own permits and paper forms that must be completed to hold an event on state property. The public may have to make multiple inquiries to obtain the proper paperwork to apply for the permit to hold the event. Often multiple permits must be submitted, as is the case for certain fishing tournaments, where the Fisheries Bureau and Parks Bureau may have to give approval for the event. Additionally, the current system provides no possibility for an individual from the public to determine if or where events are occurring with contacting a specific individual within the DNR. **Now, all information will be provided any time of day via the citizen's own personal computer or access to computers with access to the Internet.**

Other types of event applications submitted to the DNR capture information about the specific location of the event (lake or specified boat ramp, shelter, picnic area, beach, marina, parking lot, trails, portions of the wildlife area, etc.). The number of participants, the number of spectators and vendor information is also collected. Fishing permits enable the collection of key information necessary to monitor and control biological species of fish. This includes the number

*of fish caught, whether or not the fish are released, the fish weights and lengths, and the number of people entered for the tournament. Special conditions are also noted by the Fisheries Biologists for internal use by the DNR and, if requested, the applicant must return a report within 30 days after the tournament to the DNR. **These types of conditions can be made known upfront. In addition, the system could be prompted to do automatic reminders to the applicant that the report is pending and not yet received.***

This project will be a total replacement of multiple current special event processes for which the DNR has responsibility. No electronic process currently exists and this will bring all together in one application for ease of use by the public, vendors and sponsors. It will enable faster processing of the permits, forms and event applications, because the application will know where to route the information and if multiple parties at the DNR need to be involved. This will result in a substantial improvement in the customer service provided to the public.

*For example, sometimes the public is unaware that the Coast Guard, Corp of Engineers, or other Federal Government entity is in charge of property and bodies of water in and along the State of Iowa when they are planning an event. The new application will advise them of this and of the need for both a State permit and/or Coast Guard, Fish and Wildlife Service, or Corp of Engineers authorization. In addition, the plan is to provide a link from this system to the Federal entity as an additional service to the customer. **An exchange of information and data will be possible by linking various systems.** For example, automatic links from the new system with the existing DNR Campground Reservation system and other existing DNR systems will be programmed, **so that information may be relayed and coordinated between interfacing systems.***

6. Collaboration

Does your project provide an opportunity for another governmental entity to share the resources or benefits? Can your project be used by another entity? The most points for projects benefiting multiple governmental entities or encouraging collaboration between entities. (May be demonstrated by letters of commitment from other entities.)

Yes, the Coast Guard, Corp of Engineers, or any other Federal, State or Local Government entity would be able to take advantage of using the code. If they do not want to use the application it will still enable the DNR to communicate with them and for the user to coordinate their special events and ensure they have the proper permitting with the other governmental entity.

7. Chance for success

Describe why the project is well placed for success. **Realistic timeline?** Previous success rate? Sufficient support staff? Upper level management commitment? More points for projects with low technical and business risk and high chance of success.

Director Leopold, the Division Administrator for Conservation and Recreation and associated Bureau Chiefs are committed to this project. It is so important that a committee of eight DNR staff from different program areas has been formed to ensure requirements are defined and it is properly implemented. Each of these individuals have expertise in a particular area pertaining to various types of events and they have knowledge of special requirements for state property and for working with the Coast Guard, Corp of Engineers, etc. Contractors will be utilized to

complete this project. DNR has a proven track record with managing IT projects involving consulting firms on time and within budget, so the likelihood of success is great.

8. Estimated financial cost/benefit

Provide a rough calculation of costs vs. benefits. The higher the ratio of estimated benefit to the estimated cost, the more points.

The current suite of special event permit application procedures cost approximately ½ FTE for each of the Fisheries, Parks, and Law Enforcement Bureaus of the DNR, or around \$78,000. Additional costs include postage, forms, and other office supplies, for an annual cost of \$84,000. Efficiency improvements in the process resulting from project implementation should result in a 90% improvement in time utilization on these applications, elimination of postage costs, and an 80% reduction in supplies, for a total annual cost post-implementation cost of around \$8,800. A conservative estimate of this project only benefiting direct participants (~45,000 citizens), and their benefit only amounting to one hour of their time, plus cost savings on forms and postage, yields a citizen benefit of \$451,500. Add to that a risk/loss avoidance value of \$75,000 for dealing with health, safety, or legal issues, and the total planning benefit is slightly over \$600,000, with a project cost of only \$20,000, yielding a cost/benefit ratio of 30. The estimated return on investment would be around 3000%.

9. Transparency

How does the project enhance open and transparent government for citizens? More points for project with high usability in allowing citizens to quickly reach information or services.

*The current process for booking these events requires promoters, organizers, and the public to plan for their event and to contact the DNR for applications and permits to hold the events a minimum of 30 calendar days before the event. Currently each Conservation and Recreation bureau in the DNR has its own permits and paper forms that must be completed to hold an event on state property. The public may have to make multiple inquiries to obtain the proper paperwork to apply for the permit to hold the event. Often multiple permits must be submitted, as is the case for certain fishing tournaments, where the Fisheries Bureau and Parks Bureau may have to give approval for the event. **The citizen will be advised when more information is needed, thus enhancing their experience with the agency. The timeframe for submission of information may be shortened depending on the ability to process forms, data etc. more quickly.***

*Once the appropriate forms are submitted to the department there is much coordination required to ensure that the events are approved, denied or modified by the park or area supervisor, land manager, internal staff supervisors, etc. This process is complicated for a number of reasons including the manual processes. There is a need to consider safety, crowd control and environmental issues, before the DNR approves usage of state land, especially when multiple events may be occurring at the same time. **The data will be more readily available and this process will be more transparent to the citizen—it will just happen.***

*Coordination of these efforts is imperative so that the events do not interfere with or impede the normal use of the area by the public or cause and extra or unusual hazards to spectators. The DNR is responsible for addressing any objections to events that may be received from other interested parties. **These will all be handled immediately via electronic means.***

*The sponsoring organization needs to indicate whether their patrolling is adequate for safe conduct of the event and in some cases, additional law enforcement assistance is required. The number of vessels or vehicles provided by sponsoring organizations for safety assistance must be known and planned. **The organization will be automatically prompted to provide this type of information via the new system.***

*Often proof of liability insurance naming the applicant and the DNR as additional insured is necessary. Event coordination is necessary to limit the DNRs responsibility for injury to persons or damage to property arising out of or incident to the activities that are subject to the application. Issuance of a special event permit does not imply that the permittee has exclusive use of the area unless a facility has been reserved pursuant to DNR rule, so it is important that the application understand exactly what privileges for which they are permitted. **This type of information will be provided and requested more quickly due to automation.***

*Finally, the DNR sometimes attaches separate written information once the permit has been authorized, such as after hour access to the park. Therefore, the information must be processed timely and responses from the DNR may contain separate attachments or documentation with specific stipulations for usage. For example, applicants must have permits available during the event so they can provide it to any State Park Personnel or Conservation (law enforcement) Officer upon request. **There is a possibility this will be automated in a manner that the consumer may print the permit online.***

As mentioned previously, the application will direct or "lead" the person through the process so that he/she knows the proper forms to complete online, the data to provide will be known and edited as it is entered. The citizen will know upfront and immediately the availability of state resources for their event. It will also inform the consumer/recreationalist when other entities must approve special events. The system will "know" who needs to be informed of the application based on geographic reference information. For example the approval may go to a specific conservation officer based on the county, or a park ranger and/or park manager if it is in a state park.

In addition, authorized users, such as park managers, will have the option to select specific days that certain special events will NOT be allowed at a location, in order to ensure the public has regular access and usage of facilities at the location (transparent to users).

*Applicants will be required to enter contact information that will be used to provide feedback on their application i.e. they cannot apply for a special event on a particular date. **The contact information will also be valuable in case there is a park closing, flooding of trail, etc. that will affect the event and for which the event coordinator will need to be informed.***

All of this will all be transparent to the citizen, vendor or sponsor, with the exception of the improved service component. In addition, the time it takes to get the information about availability and the DNR or other governmental entity the information they need, will be shortened dramatically due to the elimination of postal and manual processing requirements.

10. Efficiency

Why is this project the “best” solution for the need? Are there alternatives and if so, why are they inadequate? More points for project that replaces outdated/legacy system or localized information access.

Automation via the Internet is definitely the best solution. The information will be available 24 x 7 to anyone accessing the internet, whether they reside in Iowa or will be utilizing Iowa’s state property. It will boost the economy in that vendors and sponsors will have information about events and will come to Iowa or participate in an event. They will likely have to stay in one of Iowa’s motels, purchase food from local restaurants and shop at local markets and malls. There is no legacy system to replace in terms of an automated system; however, the old manual paper processes will be completely eliminated and replaced. Once again, the information will be localized and more available than ever before in one automated system, with access at any time.

Acknowledgement of Conditions for Approval of IOWAccess Project

Project Approval Conditions

IOWAccess Revolving Fund project approvals are based upon the application materials submitted to the IOWAccess Advisory Council and approved by the Director of DAS. Recipients of IOWAccess projects are subject to the following conditions.

- The Iowa Accountable Government Act, Iowa Code Chapter 8E
- Information technology standards and practices that are applicable to “participating agencies”, the Office of the Governor, and elective constitutional or statutory officers pursuant to Iowa Code Section 8A.206.
- Iowa Administrative Code Section 11-25(8A) - Information Technology Operational Standards.
- Policies and procedures of the IOWAccess Advisory Council and DAS as outlined in this acknowledgement or published on their websites.

IOWAccess Project Policy Guides

The acceptance of an IOWAccess Project is based on the following:

- Sponsoring agency is responsible for the efficient and effective administration of IOWAccess Projects through the application of sound management practices.
- The IOWAccess Project Process is guidance only and describes a customary sequence used in software development. As such, sponsoring agencies are not required to conform to the IOWAccess Project Process.
- Sponsoring agency assumes responsibility for using IOWAccess funds in a manner consistent with program objectives and the terms and conditions of the IOWAccess Project.
- Sponsoring agency will commit appropriate resources in a timely manner to the project to prevent undue delay in project completion.
- Sponsoring agency will be responsible for compliance with audit requirements.
- Approval of one phase of an IOWAccess project does not mean that other phases will be approved. Each phase is subject to separate approval.

Guidelines for Costs

Allowable costs

To be allowable under IOWAccess Projects, costs must meet the following general criteria:

- Be necessary and reasonable for proper and efficient performance of IOWAccess Projects.
- Be authorized or not prohibited under State or local laws or regulations.

- ✓ Not be included as a cost or used to meet cost sharing or matching requirements of any other State or Federal Project in either the current or a prior period, except as specifically provided by State law or regulation.

Reasonable costs

A cost is reasonable if, in its nature and amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the cost. In determining the reasonableness of a cost, consideration shall be given to:

- Whether the cost is of a type generally recognized as ordinary and necessary for the operation of the sponsoring agency or performance under the IOWAccess Project.
- Market prices for comparable goods or services.

Composition of Cost

Typical costs chargeable to IOWAccess Projects are:

- Cost of materials acquired, consumed, or expended specifically for the purpose of those Projects.
- Equipment and other capital expenditures detailed in the application and previously approved as part of the Project.

Amounts not recoverable as costs under one State or Federal Project may not be shifted to another State or Federal Project, unless specifically authorized by State or Federal legislation or regulation.

Availability of Funds

DAS Finance processes the disbursement of all funds for IOWAccess Projects. Qualifying expenditures for goods and services obtained from other than DAS-ITE or Iowa Interactive, LLC, must be paid by the sponsor and submitted to DAS for reimbursement. In order to facilitate the timely processing of IOWAccess Project reimbursements, entities must use the following process:

- The request must be submitted by the sponsor in writing or through e-mail to the IOWAccess Manager.
- The request must include the following information:
 - ✓ Identification of the IOWAccess Project for which reimbursement is being sought,
 - ✓ The amount of reimbursement requested,
 - ✓ Period of time covered by request,
 - ✓ A comprehensive description of the items covered by the request, and
 - ✓ Copies of any supportive documentation (e.g. vendor invoices, documentation for completed work).
- The IOWAccess Manager will review the supporting financial information and evaluate it against the originally approved project.

- When satisfied that the request meets the stated requirements, the IOWAccess Manager will recommend the request for approval for payment and submit it to DAS Finance for processing.
- In no case will the total reimbursement for each phase exceed the approved amount of the Project phase.

The sponsor seeking reimbursement of expenses is responsible for retaining all necessary documentation pertaining to the relevance and results of the work performed and will provide such documentation upon request. DAS Finance will refer the Auditor of State to the sponsor should there be any questions about the expenditures associated with the Project.

Sponsor Monthly Status Reports

No later than the 21st day of each month the sponsoring agency shall submit a status report to the IOWAccess Manager if work is being performed by a developer *other than DAS-ITE or Iowa Interactive, LLC*. This status report should include:

- A short narrative of the accomplishments for the month.
- Descriptions of any changes in tasks, resources, or issues materially affecting the project plan and, if necessary, a schedule with new target dates provided.

Changes to a Project

All changes to the Project, or the proposal that resulted in the Project, must be reviewed by the IOWAccess Advisory Council. The Sponsor must be prepared to appear before the IOWAccess Advisory Council to answer questions and provide any clarifications necessary prior to any action by the Council regarding a change to the Project. Reasons for requesting a change to the amount of the Project include, but are not limited to:

- Changes in the scope or objectives of the Project.
- Changes in the amount of project funding.
- Carryover of approved funding for a period of more than one year from the date of approval of the original funding.

All changes to an Project recommended by the IOWAccess Advisory Council must be subsequently approved by the Director of DAS.

Project Disputes

Iowa Code 679A.19 DISPUTES BETWEEN GOVERNMENTAL AGENCIES.

“Any litigation between administrative departments, commissions or boards of the state government is prohibited. All disputes between said governmental agencies shall be submitted to a board of arbitration of three members to be composed of two members to be appointed by the departments involved in the dispute and a third member to be appointed by the governor. The decision of the board shall be final.”

Sponsor Acceptance

Signing below will signify that sponsor acknowledges and agrees to the IOWAccess project approval conditions as defined in this document.

_____ Sponsor Signature	_____ IOWAccess Manager Signature
_____ Date	_____ Date



IOWAccess Project Concept Paper

Date: November 3, 2008

Project Name: Water Use Web Information

Requesting Agency: Water Supply Engineering Section of Department of Natural Resources

Is this project in support of a program designated as an Iowa Great Place, pursuant to section 303.3c? NO

Project Point(s)-of-Contact

- Dennis Alt, Supervisor, 515-725-0275
- Charlotte Lafargue Henderson, 515-725-0341
- Mike Anderson, 515-725-0333

Project Sponsor

- Chuck Corell, Bureau Chief, Water Quality, 515-281-4582

Business Case Justification

Iowa Code Section 455B.266 details Iowa's current water priority-allocation system. Section 455B.171 defines uses of water for human consumption and sanitation. To summarize, all waters are "public waters and the public wealth" of Iowa citizens. Iowa statute provides an allocation system based on "beneficial use." Waste, unreasonable use and unreasonable methods of water use are to be prevented. Iowans are adamant about good management of state assets. Planning and management of water resources to identify existing problems and emerging issues is imperative. Improving and protecting water quantity and quality reflects wise resource management.

- Attachment #1, **An Overview of Water Use Permitting in Iowa**

With the increase in major industries and similar entities that use water as part of their normal operation, the problem has arisen of how much water Iowa has available. Examples include the growing demands for ethanol, livestock and other irrigation, and geothermal uses. While Iowa is not facing an immediate statewide water shortage, there is concern for localized situations and for sustainability over the upcoming decades.

Limited State resources exist to properly assess water quantity issues. Therefore, Iowa's comprehensive long term water plan (for industry, drinking, and other water uses) has been developed. This plan summarizes water resource trends, suggests how to address problems, and specifies what quantity of water is currently available in aquifers. The plan includes projections for future water use in the state. However, that plan has limited use without accurate and timely data.

DNR has the responsibility to acquire and make available to the public information about Iowa's water quantity and water quality. In particular, this incorporates major water users in private industry and municipal utilities. This data is necessary to assure sustainable water resources. Information is available in various forms within the Department and with other agencies but must be manually gathered, assessed, integrated, and put into an electronic format for planning purposes and allocation decisions.

The DNR seeks funding to develop a web-based information database and decision support system to use in decision-making for resource management and assessments (predictive models). Our vision is to allow access to data from various existing databases and from those that will be developed in the future. These existing databases are managed by the DNR's Iowa Geological Survey and by the DNR's Water Quality Bureau. Regulated industry, the public, and other state and federal agencies also utilize this information.

Information from the new database will be shared with Public Health agencies, the DOT and other interested State agencies, and concerned industry representatives. Once the enhanced interactive database is developed, ongoing compilation of current and new data as well as assessment of trends will be necessary to maintain a valuable management tool.

This project will improve emergency response planning by emergency management agencies, permit process improvement, facilitate more and higher quality education/research in environmental science, and improve water conservation efficiency.

This project will help to fulfill three areas of the Leadership Agenda: "Safe Communities, Environment, and Accountable Government." This project achieves all four goals in the DNR strategic plan and its mission: To conserve and enhance our natural resources in cooperation with individuals and organizations to improve the quality of life for Iowans and ensure a legacy for future generations.

Expected Results in this Project

DNR's strategy builds on existing knowledge/resources. Objectives include:

1. Implement a comprehensive, real-time water resource permitting, management and development system.
2. Meet Water Use Stakeholder Group specific request for electronic reporting capability.
3. Adhere to Iowa Code mandates.
4. Future benefits include:
 - a. Characterize Iowa's surface and groundwater availability, quality, use, and sustainability.
 - b. Identify and estimate present and future water use by geographic area and types of user groups.

The enhanced database will improve the existing Water Use web application so as to provide a better process for permitting, reporting, and fee collection, affecting 4,000 permittees. Electronic submittal of yearly usage reports, hydrogeologic reports, and applications/renewals will replace time-consuming, manual paper/digitization processes, thereby allowing permittees to enter information in an edited format, reducing the number of errors and data entry. The anticipated outcome will be an automated exchange of information (internal/external) and improved data consistency.

The ability to “drill down” into well data existing in all current databases will allow useful information that is otherwise not readily accessible to be mined, geospatially mapped and made readily available for use internally/externally. This data is important to analyze effects of water usage, and for management decision-making. It will allow for informed planning and for better compliance enforcement for the department.

- Attachment #2, **Flowchart of Decision Support System for Resource Management**

Iowa’s citizens, industry members, and local, county and state government representatives who do business with the DNR will have direct access to the enhanced database to retrieve accurate, up-to-date data in real-time (24/7). DNR field staff will be able to do their jobs more efficiently and effectively through their real-time web access to the enhanced database. A new compliance enforcement feature critical to meet requirements established by law will be implemented. Delinquent notices, Intent to Revoke, Revocation notices, reminder notices, invoices, mail merges and e-mail notification will be automatically generated. Notices will be stored electronically as an “official electronic record.”

Tracing “special conditions” and linking to the Water Conservation Plans will be initiated. The Authentication and Authorization model will enable one user login; E-payment, automated verification and approval processes, and audit trails will be included. Improved accounting processes will ensure financial reconciliation meeting DNR/EPA/State Auditor requirements.

All stakeholders will benefit from improved accessibility, ease of submission of required reporting data, ease of tracking compliance with required permit conditions, graphical displays to improve understanding of newly-developed data, and improved data quality. It is envisioned that the database enhancements will also improve permit processing turnaround times and response to inquiries.

Recipients of this Service

- 4,000 Permittees and All other Iowans involved in water use allocation.
 - Irrigators, regional rural water, and municipal systems: water for the preservation of human life and welfare.
 - Quarries: water for economic development.
 - Power: water used incidental to the generation of power, and for emerging needs like biofuel plant location and development.
- State of Iowa. Water is critical for economic development and relocation of business and industries to the state.
- Other groups—Federal agencies to make national projections and statistical compilations Farm commodity groups to assist their projections.

Request *(include dollar amount and description of what will be purchased - i.e. services, hardware, software)*

The DNR seeks funding to develop a web-based information database and decision support system to use in decision-making for resource management and assessments (predictive models). Our vision is to allow access to data from various existing databases and from those that will be developed in the

future. These existing databases are managed by the DNR's Iowa Geological Survey and by the DNR's Water Quality Bureau. This information is also utilized by regulated industry, the public, and other state and federal agencies. Information will be shared with Public Health agencies, the DOT and other interested State agencies, and concerned industry representatives.

DNR is requesting \$20,000 to be applied toward the services of a Business Analyst for Scope Analysis for this project. This Scope Analysis will identify the specific program and stakeholders' needs and identify the impact on the public. The Business Analyst will review the current database, determine what system enhancements, improvements and new capabilities will be required. The BA will also project the final cost of design, implementation, and deployment, which is currently estimated at \$225,000.

Project Timeline

Phase	Start Month/Year	End Month/Year	Estimated Amount
Scope Analysis	March 1, 2009	July 31, 2009	\$ 60,000.00
Design	November 1, 2009	September 30, 2011	\$ 225,000.00 (est.)
Implementation	Included in design phase	Included in design phase	Included in design phase

Resources Being Contributed (*people or funds being contributed to the project by the sponsoring agency- include role/% of time or amount in dollars*)

Depending on what monies can be contributed from other sources such as IowaAccess and Return on Investment (ROI), the Water Supply section is budgeting to make up the balance of the total estimated cost for this project. If necessary, the project will be spread over two years to complete.

IOWAccess Advisory Council Scoring Factors

1. Statutory requirement or other mandate

(Is the project required by law or regulation, or is it needed to comply with state IT standards?)

567—50.1 of the Iowa Administrative Code (IAC)

(455B) *Scope of division.* The department has jurisdiction over the surface and groundwater of the state to establish and administer a comprehensive program to ensure that the water resources of the state be put to beneficial use to the fullest extent possible, that the waste or unreasonable use, or unreasonable methods of use of water be prevented, and that the conservation and protection of water resources be required with the view to their reasonable and beneficial use in the interest of the people.

Iowa Code Section 455B.266 details Iowa's current water priority-allocation system. Section 455B.171 defines uses of water for human consumption and sanitation.

- Attachment #3, **Program Authority to Mitigate Consequences of Drought**

(Does the project fulfill a new mandate or is it required by existing law?)

The DNR seeks funding to develop a web-based information database and decision support system to use in decision-making for resource management and assessments (predictive models). Our vision is to

allow access to data from various existing databases and from those that will be developed in the future. These existing databases are managed by the DNR's Iowa Geological Survey and by the DNR's Water Quality Bureau. This information is also utilized by regulated industry, the public, and other state and federal agencies. Information will be shared with Public Health agencies, the DOT and other interested State agencies, and concerned industry representatives.

DNR has the responsibility to acquire and make water quantity and water quality information available to the public. In particular, this incorporates major water users in private industry and municipal utilities. This data is necessary to assure sustainable water resources. Information is available in various forms within the Department and with other agencies but must be gathered, assessed, integrated, and put into an electronic format for planning purposes and allocation decisions. Once the enhanced interactive database is developed, ongoing compilation of new data and assessment of trends will be necessary to maintain this valuable management tool.

(Is it required by IT standards or necessary to interface with existing application?)

This application will be developed according to ITE/DNR standards and will be compatible with existing DNR software/hardware requirements. No additional investment in hardware is anticipated. The goal is to meet EPA's reporting requirements by integrating with Iowa's DNR One Stop Facilities Exchange. The One Stop Facilities system pulls information from various environmental program databases and integrates it.

2. Other funding source(s) *(What other funding sources have been investigated and what were the results?) (Have they been applied for? What is available?)*

On August 8, 2008 the Water Supply Engineering Section presented a request to the DAS for a Return on Investment (ROI) funding of \$225,000.00. Out of 27 presentations, this project ranked 16th from the top. Final determinations will be announced in 2009.

(Have transaction or other customer fees been considered?)

Currently the Water Use program is funded completely through General Fund appropriations. One new source of funds for the database will come from collecting newly legislated yearly fees, starting July 1, 2009. Depending on what monies can be contributed from other sources such as IowaAccess and Return on Investment (ROI), the Water Supply section is budgeting to make up the balance of the total estimated cost for this project. If necessary, the project will be spread over two years to complete. The WS Section will also make provisions to pay for on-going support by either augmenting staff with a contractor, or creating a new IT position to support this and other electronic programs utilized by this section.

- Attachment #4, **Water Use Fee Structure, House File 2672 (approved)**

*(Is there a return to the IOWAccess Revolving Fund through transaction fees?)
(Highest ranking for seeking/receiving outside funding.)*

No, fees collected pursuant to HF 2672 shall be credited to the water use permit fund created in section 455B.265A of the Iowa Administrative Code.

3. Improved citizen access to government information

(How is citizen access to government enhanced? Greater convenience? Better reliability?)

Iowa's citizens, industry members, and local, county and state government representatives who do business with the DNR will have direct access to the enhanced web-based database to submit and to retrieve accurate, up-to-date information in real-time (24/7).

(Proportion of manual/in person effort being replaced/eliminated? Faster response time? Easier to use?)

- The ability to send data/information electronically will benefit the public, providing the opportunity for electronic business transactions. Currently, 100% of applications are filled out on paper and processed manually by clerical and engineering staff.
- An enhanced database will make it easier to perform unique and unpredictable queries from external and internal sources. Currently that ability is somewhat limited and is not available to the public.
- Citizens will be able to pay their permit fees using the E-payment process through One-Stop.
- Citizens will benefit by DNR staff spending more time on enforcement and public education rather than data entry, filling out, copying, and sending reports.
- Citizens will get more for their permit fees and taxes, because the enhanced database will increase staff efficiency, allowing for greater productivity, which will be directed toward more equitable distribution of our state's water resources.
- Improved efficiency will mean more time for staff to spend with the public and that equates to a more informed public.
- Public access to information via the Internet will improve program compliance because it will be easier to complete and submit forms online.
- Reduced human intervention and built-in application edits will improve data quality.
- Records staff currently receive and manually log in paper reports and file them. The new system will satisfy requirements for paperless recordkeeping. Therefore, time will be freed up by Records staff to take on other tasks benefiting the DNR customer and staff.
- An enhanced and efficient database will reduce the inefficiency of manually filling out forms/reports/etc., reduce excessive paper handling, and eliminate the need to consult legacy databases, which results in reduced cost to the state.
- Reduction of paper check handling will eliminate the number of recordkeeping errors.
- Money will be saved by not utilizing a slow, sometimes inefficient mail service.
- Increased activity and productivity means greater protection for our natural resources.

(More secure?) The greater the degree of citizen access to information, the more points.

- The DNR will utilize ITE's Authentication and Authorization (A & A) module to enable single sign-on for all users of the system.
- Some information in the system is confidential. Protecting the security of locational information (well sites and drinking water intake locations) is also important (and required) for Homeland

Security. Permittees and state agencies will have full access, while citizens will have more limited access.

- Continuity of operations will be improved. If there were a disaster affecting the DNR paper files or photographs it would result in loss of documentation that must be kept for historical, legal or legislative purposes. Documentation in electronic form will be backed up and available offsite at another location.

4. Impact on citizens or the business they conduct with the governmental entity *(What segment of the citizen population is affected? Is this just a select group or the public as a whole?)*

Specific Stakeholders who participated in program evaluation meetings include:

- Irrigators, regional rural water, and municipal systems: water for the preservation of human life and welfare.
- Quarries: water for economic development.
- Power: water used incidental to the generation of power, and for emerging needs like biofuel plant location and development.

Other Stakeholders include:

- 4,000 Permittees and all other Iowans involved in water use allocation and water storage.
- Water is critical for economic development and relocation of business and industries to the state.
- Gov. Culver's "Green Initiative" for Energy conservation

(How does the proposed solution meet an identified need vs. a "nice to have"?)

- Stakeholders have specifically asked for this project, and it WILL meet their needs.
- A better method to access, extract, analyze and share data is a critical need.
- Data integrity is also required for EPA reporting.
- Compliance is a manual process that must be automated for data-driven compliance reviews to be possible.
- There is a need to improve the ability to make accurate long term decisions, while preserving the rights of all stakeholders. This system will help facilitate data-driven decisions.

(Is the primary beneficiary [the citizen] vs. [does this enhance the entity's ability to serve the citizen]?)

- Stakeholders (listed above) have specifically asked for this project, and it WILL meet their needs.
- In addition, it will meet USGS (U.S. Geological Survey) and DNR needs.

5. Enhanced access to government information/ greater interactivity *(How does the project enhance citizen one-stop electronic access to government information and transactions or allow for greater interactivity? The most points for "beneficial" use of IT to revamp business processes. Highest for total replacement. Average if adds new dimension to existing service.)*

We have an additional need that did not exist before, which is the invoicing for fees (HF 2672) and need to automate all compliance functions that are currently handled manually.

One-stop electronic access to certain data is not available today. The new system will satisfy that requirement as well as integrate with other databases (geological survey, and the One Stop Facilities Exchange for Environmental Protection Agency reporting).

Access through the web for Water Use information will increase efficiency and accuracy. It will allow stakeholders to search the database themselves and create ad hoc reports. Utilization of the A & A module will allow citizens and other stakeholders a single sign-on. With the single sign-on citizens can carry out various types of business with the State of Iowa.

6. Collaboration *(Does your project provide an opportunity for another governmental entity to share the resources or benefits? Can your project be used by another entity? The most points for projects benefiting multiple governmental entities or encouraging collaboration between entities. May be demonstrated by letters of commitment from other entities.)*

The Environmental Protection Agency (EPA) will utilize and exchange information with this system. In addition, DNR will allow access to data from various existing databases and from those that will be developed in the future. These existing databases are managed by the Iowa Geological Survey, and the Water Quality Bureau.

7. Chance for success *(Describe why the project is well placed for success. Realistic timeline? Previous success rate? Sufficient support staff? Upper level management commitment? More points for projects with low technical and business risk and high chance of success.)*

Permit fees to assist with the funding of this project will not be available until after June 2009. The DNR will make do with the manual process and current system for now. However, it is imperative that a web enabled solution be available prior to the following invoicing cycle which would begin in December 2010.

The Water Quality Bureau Chief is committed to the successful implementation of this project. Funding from the permit fees will be utilized to maintain the system in the future and partially fund the initial development.

DNR has one Information Technology Specialist 4 available to support the system once developed. However, there is a need for a Business Analyst on a temporary basis to complete a scope analysis before development and implementation takes place. A project is generally more successful when scope analysis is performed prior to development.

8. Estimated financial cost/benefit *(Provide a rough calculation of costs vs. benefits. The higher the ratio of estimated benefit to the estimated cost, the more points.)*

The request for funding of scope analysis is in the amount of \$20,000. It is estimated that the projected return on investment is approximately \$200,000. The projected reduction in expense over the next five years is projected to be \$350,000.

9. Transparency *(How does the project enhance open and transparent government for citizens? More points for project with high usability in allowing citizens to quickly reach information or services.)*

Explained above in other response. In addition, improvements to the existing system may enable links to databases like Geosam and private wells in the future, which will further enhance access to information quickly.

10. Efficiency *(Why is this project the "best" solution for the need? Are there alternatives and if so, why are they inadequate? More points for project that replaces outdated/legacy system or localized information access.)*

The risks of not proceeding with the project include:

- Inefficient use of personnel and technology will continue to be a risk if the project is not executed.
- Lack of vital information will continue to frustrate staff and the public.
- Failure/inefficient service is felt at all levels; intra-agency, inter-agency, legislature, down to individual communications with our citizens.
- The DNR does not have adequate staff to develop or maintain an application to meet the upcoming Water Usage needs.
- Without proper funding, inefficiencies will be perpetrated and enhancement will not be materialized.

The current database does not have the capability to invoice or track fees, or to accept electronic payment. Neither does it enable automated compliance functionality. Queries to accommodate this need are limited at this point in time. A business analyst is needed to survey the engineering staff to determine what might be needed for enhancement, redesign, building code, testing, and deployment.

Automation via the Internet is definitely the best solution, especially to meet the new requirements of HF2672. The information will be available 24 x 7 to anyone anywhere accessing the Internet. The alternative is for the DNR to continue the current cumbersome manual paper processes.

Acknowledgement of Conditions for Approval of IOWAccess Project

Project Approval Conditions

IOWAccess Revolving Fund project approvals are based upon the application materials submitted to the IOWAccess Advisory Council and approved by the Director of DAS. Recipients of IOWAccess projects are subject to the following conditions.

- The Iowa Accountable Government Act, Iowa Code Chapter 8E
- Information technology standards and practices that are applicable to “participating agencies”, the Office of the Governor, and elective constitutional or statutory officers pursuant to Iowa Code Section 8A.206.
- Iowa Administrative Code Section 11-25(8A) - Information Technology Operational Standards.
- Policies and procedures of the IOWAccess Advisory Council and DAS as outlined in this acknowledgement or published on their websites.

IOWAccess Project Policy Guides

The acceptance of an IOWAccess Project is based on the following:

- Sponsoring agency is responsible for the efficient and effective administration of IOWAccess Projects through the application of sound management practices.
- The IOWAccess Project Process is guidance only and describes a customary sequence used in software development. As such, sponsoring agencies are not required to conform to the IOWAccess Project Process.
- Sponsoring agency assumes responsibility for using IOWAccess funds in a manner consistent with program objectives and the terms and conditions of the IOWAccess Project.
- Sponsoring agency will commit appropriate resources in a timely manner to the project to prevent undue delay in project completion.
- Sponsoring agency will be responsible for compliance with audit requirements.
- Approval of one phase of an IOWAccess project does not mean that other phases will be approved. Each phase is subject to separate approval.

Guidelines for Costs

Allowable costs

To be allowable under IOWAccess Projects, costs must meet the following general criteria:

- Be necessary and reasonable for proper and efficient performance of IOWAccess Projects.
- Be authorized or not prohibited under State or local laws or regulations.

- ✓ Not be included as a cost or used to meet cost sharing or matching requirements of any other State or Federal Project in either the current or a prior period, except as specifically provided by State law or regulation.

Reasonable costs

A cost is reasonable if, in its nature and amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the cost. In determining the reasonableness of a cost, consideration shall be given to:

- Whether the cost is of a type generally recognized as ordinary and necessary for the operation of the sponsoring agency or performance under the IOWAccess Project.
- Market prices for comparable goods or services.

Composition of Cost

Typical costs chargeable to IOWAccess Projects are:

- Cost of materials acquired, consumed, or expended specifically for the purpose of those Projects.
- Equipment and other capital expenditures detailed in the application and previously approved as part of the Project.

Amounts not recoverable as costs under one State or Federal Project may not be shifted to another State or Federal Project, unless specifically authorized by State or Federal legislation or regulation.

Availability of Funds

DAS Finance processes the disbursement of all funds for IOWAccess Projects. Qualifying expenditures for goods and services obtained from other than DAS-ITE or Iowa Interactive, LLC, must be paid by the sponsor and submitted to DAS for reimbursement. In order to facilitate the timely processing of IOWAccess Project reimbursements, entities must use the following process:

- The request must be submitted by the sponsor in writing or through e-mail to the IOWAccess Manager.
- The request must include the following information:
 - ✓ Identification of the IOWAccess Project for which reimbursement is being sought,
 - ✓ The amount of reimbursement requested,
 - ✓ Period of time covered by request,
 - ✓ A comprehensive description of the items covered by the request, and
 - ✓ Copies of any supportive documentation (e.g. vendor invoices, documentation for completed work).
- The IOWAccess Manager will review the supporting financial information and evaluate it against the originally approved project.

- When satisfied that the request meets the stated requirements, the IOWAccess Manager will recommend the request for approval for payment and submit it to DAS Finance for processing.
- In no case will the total reimbursement for each phase exceed the approved amount of the Project phase.

The sponsor seeking reimbursement of expenses is responsible for retaining all necessary documentation pertaining to the relevance and results of the work performed and will provide such documentation upon request. DAS Finance will refer the Auditor of State to the sponsor should there be any questions about the expenditures associated with the Project.

Sponsor Monthly Status Reports

No later than the 21st day of each month the sponsoring agency shall submit a status report to the IOWAccess Manager if work is being performed by a developer *other than DAS-ITE or Iowa Interactive, LLC*. This status report should include:

- A short narrative of the accomplishments for the month.
- Descriptions of any changes in tasks, resources, or issues materially affecting the project plan and, if necessary, a schedule with new target dates provided.

Changes to a Project

All changes to the Project, or the proposal that resulted in the Project, must be reviewed by the IOWAccess Advisory Council. The Sponsor must be prepared to appear before the IOWAccess Advisory Council to answer questions and provide any clarifications necessary prior to any action by the Council regarding a change to the Project. Reasons for requesting a change to the amount of the Project include, but are not limited to:

- Changes in the scope or objectives of the Project.
- Changes in the amount of project funding.
- Carryover of approved funding for a period of more than one year from the date of approval of the original funding.

All changes to an Project recommended by the IOWAccess Advisory Council must be subsequently approved by the Director of DAS.

Project Disputes

Iowa Code 679A.19 DISPUTES BETWEEN GOVERNMENTAL AGENCIES.

“Any litigation between administrative departments, commissions or boards of the state government is prohibited. All disputes between said governmental agencies shall be submitted to a board of arbitration of three members to be composed of two members to be appointed by the departments involved in the dispute and a third member to be appointed by the governor. The decision of the board shall be final.”

Sponsor Acceptance

Signing below will signify that sponsor acknowledges and agrees to the IOWAccess project approval conditions as defined in this document.

_____ Sponsor Signature	_____ IOWAccess Manager Signature
_____ Date	_____ Date

Attachment 1

An Overview of Water Use Permitting in Iowa

By M. K. Anderson, P.E.

In order to obtain and use ground water in Iowa, state law requires 2 types of permits. The first is a permit to physically construct a water well. Construction permits fall into 2 categories; those for private wells and those for public water supplies. Public water supplies are those systems that supply piped water to fifteen service connections, or which regularly serve an average of at least 25 people per day, for at least 60 days of the year. The services of a licensed professional engineer are required to construct public water supply wells.

Ninety six of Iowa's ninety-nine counties issue private well construction permits. The county sanitarians provide the forms and the siting requirements for wells in those counties. Wells in the remaining three counties are constructed under the terms of permits issued directly by the Iowa DNR. Russ Tell is the contact person for this (725-0462).

Water Use Permits

The 2nd type of permit, required by municipalities, industries, agricultural and golf course irrigators, farms, and agribusinesses and any other user of over 25,000 gallons of water per day, is the water use permit. This is sometimes referred to as the water allocation or the water rights permit. These permits are required under Iowa laws that originated during the droughts of the 1950's. The stated purpose of the law is to "...assure that the water resources of the state be put to beneficial use to the fullest extent possible, that the waste or unreasonable use, or unreasonable methods of use of water be prevented, and that the conservation and protection of water resources be required with the view to their reasonable and beneficial use of the people."

The law requires permitting the use of all water in quantities over 25,000 gallons per day. It applies to the use of water from streams and reservoirs, gravel pits, quarries, and other sources. The injection of water into the ground, for disposal of water used in heat pumps, or for other purposes is also regulated, but in practice this is done by EPA. The term of these permits is 10 years; in some circumstances, they are issued for a shorter period.

Authority/mission

The authority for regulating water allocation arises from the mission the State has to protect public health and welfare. The use of water by one person can affect other nearby water users and the general public. Iowa's water allocation program attempts to sort through various competing uses, by doing the following:

1. An administrative procedure to resolve water use conflicts.
2. A permitting program to ensure consistency in decisions on the use of water.
3. Provisions for public involvement in issuing water allocation permits and in generally establishing water use policies.

All waters, surface and groundwater, are “public waters and public wealth” of Iowa citizens. Iowa statute provides an allocation system based on the concept of “beneficial use”. The key points are:

1. Water resources are to be put to beneficial use to the fullest extent of which they’re capable.
2. Waste, unreasonable use, and unreasonable methods of water use are prevented.
3. Water conservation is expected.
4. Established average minimum instream flows are protected.

Usual procedures

Application for a water use permit is made on a 6 page form supplied by the DNR. This was last updated in 2005, and is available on our web-site. The completed forms must be accompanied by a \$25 fee and a map showing the location of the proposed well must be returned to the DNR. The location of the land upon which the water is to be used must also be shown on the map. The applicant should include a description of the exact manner in which they intend to use the water for which a permit is requested.

When DNR receives an application, it is initially screened to determine whether there is sufficient information provided to process the application. In the case of groundwater, the Iowa Administrative Code requires that available hydro geological information be reviewed to determine what, if any, further information the applicant must provide. The IAC specifically states that additional information, over and above that requested by the application form, may be required. The application is not complete without this additional information; the applicant must supply it in order to obtain the use permit.

If DNR is unable to identify the aquifer from which withdrawals are proposed, the applicant is required to assist in determining this. They’re further required to provide information that will assist DNR to predict the effects of the withdrawals upon the aquifer and upon neighboring water supplies. DNR may require a survey of surrounding wells (usually within 1-2 mile radius), to determine the probability of serious well interference problems.

Water quality data, if available, though not specifically mentioned in the rules, and is helpful in determining the aquifer that is being tapped. It should be supplied by the applicant if it is available and may be requested by DNR if needed. In practice, DNR relies heavily on the expertise of the Iowa Geological Survey in Iowa City to evaluate data in ambiguous cases. Test drilling may be required, and if done, the well logs must be submitted to IGS in Iowa City. Yield tests may be needed, and even controlled aquifer tests using the formal Theis method are on occasion necessary. These are done

under the supervision of a registered well driller or a licensed professional engineer. DNR may require monitoring well installation for the aquifer test.

After all the necessary supporting information is received, a summary report of the application is written containing recommendations to award or deny the permit. It describes the hydro geologic context of the proposed withdrawal, the anticipated effects of the proposed withdrawals of groundwater, and indicates whether verified well interference has been found. The reasons for the inclusion of non-standard permit conditions are indicated in the summary report.

Upon completion of the summary report, DNR publishes a notice of its intent to award a permit. The IAC allows 20 days for the public to request a copy of the summary report, and to submit comments. The comment period may be extended for cause. At the end of the notice period, DNR considers all comments and if necessary revises the summary report. The initial decision is then issued, as either a Water Use Permit, or a disapproval of the application. Complete disapprovals are very rare. In many cases, though, special conditions are included in the permit. In others, the rates of withdrawal, and the total annual amount of withdrawals, may be reduced from the rates and amounts requested to facilitate wise and beneficial use of the water resource. Copies of the initial decision are mailed to the applicant, all commenters, and any other who request a copy.

Conflicts

The initial decision may be appealed by any person who feels aggrieved. An appeal must be filed within 30 days of the certified date on which the initial decision was mailed; DNR's formal legal appeals process is then invoked. Disposition of contested cases can be as quick as 1 month or as long as 2 years. 99%+ of new permit applications are not contested.

Here are some sample water use conflicts that can arise:

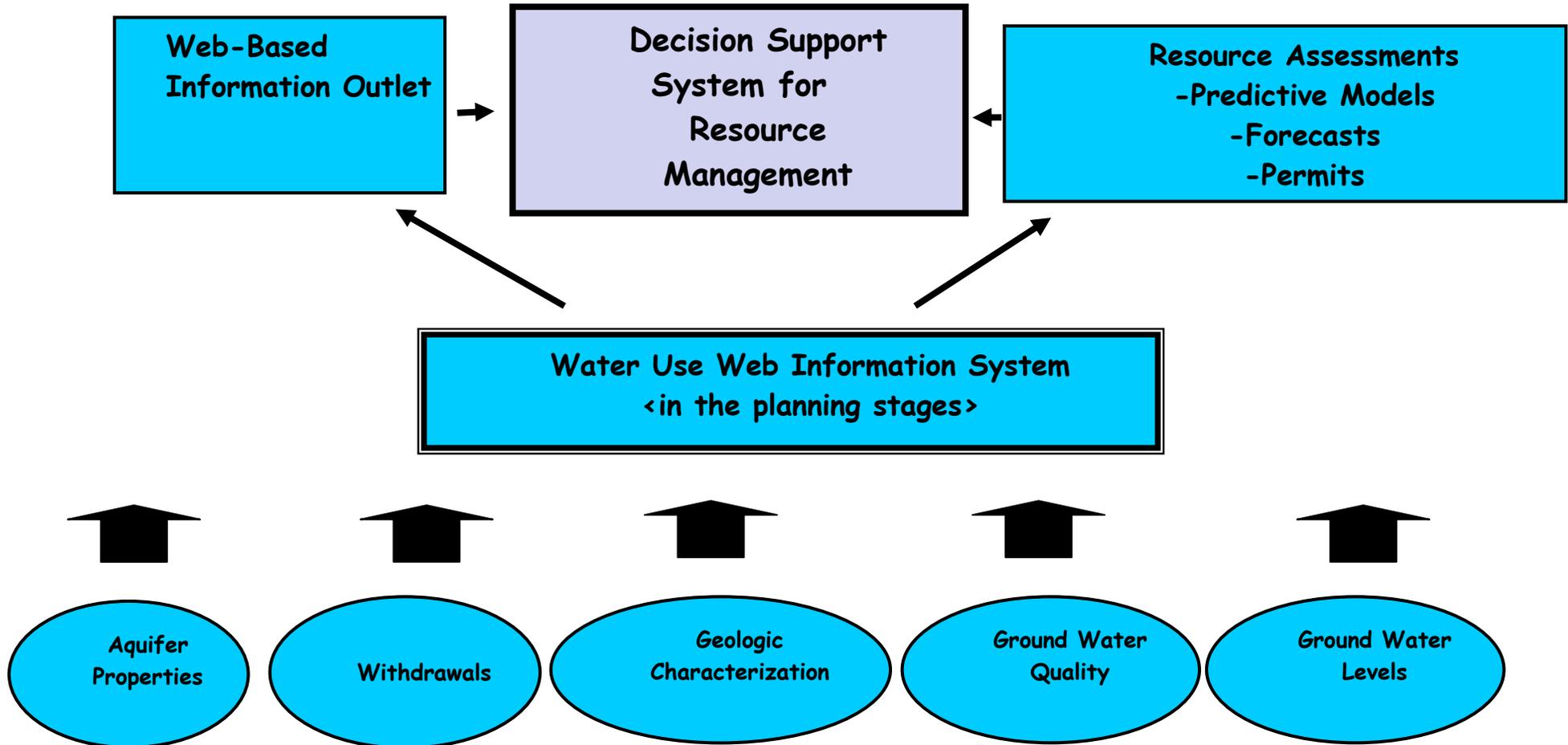
- Need to protect the level of natural lakes, and manage changes in level of artificial lakes.
- Well interference.
- Decline in level of areal groundwaters' water table. (allocations resulting in long-term overdraft).
- Groundwater quality degradation.

Any of these types of conflict may be exacerbated by dry conditions. The technical term we use in Iowa for dry conditions or "drought" is "triggering event" (defined in 567—Chapter 52.10(2)). The Department has the authority to implement priority allocation restrictions if a triggering event has occurred. The specifics of allocation restrictions (in plain english, water use cut-backs) are given at 567—Chapter 52.10(1) and (3). This part of Iowa's water allocation mechanism was adopted following the 1985 Iowa Water Plan; it was not invoked in the drought years 1988-1989.

The Department has administrative procedures for addressing certain well interference conflicts. Situations giving rise to well interference are quite diverse. It is not feasible to develop administrative guidelines that address all possible situations, but the Department has attempted to set up a relatively

formal standardized framework, with certain guidelines to be followed. These are found in Chapter 54 of the Department's Administrative rules, and in Department "Technical Bulletin No. 23, "Guidelines for Well Interference Compensation". This chapter provides an administrative means for resolving well interference conflicts in situations where an existing or proposed permitted use causes or will cause well interference in a nonregulated (e.g., private) well. Complainants under this procedure must have their well inspected by a licensed well driller, and an official "water well inspection report" must be signed by the complainant and the well driller, and submitted to the Department for formal action. At that time, the Department has several options for further action, including (1) dismissal of the complaint; (2) pushing for informal negotiations to resolve the dispute; (3) ordering gathering of more information (usually test pumping) in order to attempt to formally resolve the conflict. Informal resolution of well interference conflicts are encouraged wherever possible.

Attachment 2 - Flowchart



Attachment 3

Program Authority to Mitigate Consequences of Drought

The dry years of the 1950s have not been equaled in longer term severity. However 1988 and 1989, and 2000 and 2002 put some strain on various parts of the state. When the inevitable serious drought occurs, the Department will have the administrative, hydro geological, and computer tools required to mitigate the consequences of the drought.

Formal authority for this program is designated as follows:

Chapters 50-52 (IAC - 567) Water Allocation and Use Permits

A water use permit is required for the use (withdrawal or diversion) of more than 25,000 gallons of water per day and the storage of more than 18 acre-feet of water in a pond or reservoir.

Major non-regulated uses:

- * Purchase of water from municipal systems, rural water districts or other permitted uses.
- * An operation such as a hydraulic dredge or gravel washing where the water is returned directly back into the pit from which it is withdrawn and the consumptive use is less than 25,000 gallons per day.
- * Non-recurring short-term withdrawals for construction purposes, research, etc. are registered for up to one year.

A permit is required for diversion of water or any other material from the surface directly into any aquifer.

- Major Application - Agricultural drainage wells.
- Recent Application - Groundwater heat pumps.

A water use permit is not required for a single-family residence heat pump installation with a withdrawal well and injection well where the use is less than 25,000 gallons per day. However, such injection wells must be registered with EPA.

A permit is required for the permanent storage of 18 or more acre-feet of water in a surface water impoundment.

Registration is required for nonrecurring minor uses of water such as highway construction, pre-filling lagoons and hydrostatic testing of pipelines.

Attachment 4

Water Use Fee Structure

HOUSE FILE 2672 (approved)

AN ACT

1 4 RELATING TO WATER USE PERMIT FEES, CREATING A NEW WATER USE
1 5 PERMIT FUND, AND MAKING APPROPRIATIONS.

1 6

1 7 BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF IOWA:

1 8

1 9 Section 1. Section 423.3, Code Supplement 2007, is amended
1 10 by adding the following new subsection:

1 11 NEW SUBSECTION. 93. Water use permit fees paid pursuant
1 12 to section 455B.265.

1 13 Sec. 2. Section 455B.265, Code 2007, is amended by adding
1 14 the following new subsection:

1 15 NEW SUBSECTION. 6. The department may charge a fee to a
1 16 person who has been granted a permit pursuant to this section
1 17 or is required to have a permit pursuant to section 455B.268.
1 18 The commission shall adopt by rule the fee amounts.

1 19 a. The amount of a fee shall be based on the department's
1 20 reasonable cost of reviewing applications, issuing permits,
1 21 ensuring compliance with the terms of the permits, and
1 22 resolving water interference complaints. The commission shall
1 23 calculate the fees to produce total revenues of not more than
1 24 five hundred thousand dollars for each fiscal year, commencing
1 25 with the fiscal year beginning July 1, 2009, and ending June
1 26 30, 2010.

1 27 b. Fees collected pursuant to this subsection shall be
1 28 credited to the water use permit fund created in section
1 29 455B.265A.

IOWAccess Council
First Year Hosting Funding Request
November 12, 2008

Amount Requested: \$3726.00

Project Name: DNR Boat Docks - 10238
Project Sponsor: Lowell Joslin – Iowa Department of Natural Resources
Project Manager: Darrell Fremont – DAS-ITE

Project Purpose

Create a web enabled system that is easy to use by the customer to allow online application for the various classes of registrations eliminating many of the manual processes and mass mailings. The system will allow Class I, II, III and IV boat dock registrations in accordance with Administrative rules utilizing a web based application. The system needs to ensure that requirements for registration by dock owners are met in an automated fashion that prevents as many errors and duplication as possible.

First Year Hosting Activities and Deliverables include:

- Register URL <https://www.iowadnr.gov/boatdocks/>
- Transfer completed public facing application code to Production web server environment
- VMware Server Hosting – Virtual Server guest hosted in the DAS-ITE Enterprise Class VMWare Enterprise environment. Virtual Servers are compartmentalized and isolated to the needs of the customer.
- Monthly recurring cost by ITE web hosting service : current rate \$310.50 per month

DNR Boat Docks: CR001 Requirements
November 4, 2008

ORIGINAL REQUIREMENT	CHANGE/ENHANCEMENT REQUESTED
<p>Use Roman Numerals for reference to all dock classes. Example – Class I, Class II, Class III and Class IV. All documentation received from the client used roman numerals. A document received from the client has been embedded as an example.</p>  <p>C:\CVS Projects\DNR - Boat Docks\04-Cust</p>	<p>All Dock classes need to use regular numbers. Class 1, Class 2, Class 3 and Class 4.</p> <p>This is a large impact because all content and programming currently use the roman numerals.</p>
<p>City/County selection</p>	<p>Change the City/County selection to “Government”.</p> <p>This affects content and code.</p>
<p>Hide Permit Numbers from Customers</p> <p>The permit number displays to the customer as well as prints on the email that is sent out once a dock is registered.</p>	<p>The change requested is to “hide” the permit numbers from the customers and not display them on the website or the email at the time the registration is completed.</p>
	<p>Add the ability to search accounts.</p>
	<p>Add the ability to Edit active docks. The District Secretary Actor will need the ability to edit dock permits that are currently active in the system.</p>
<p>One dock per permit.</p>	<p>Class 2, 3, and 4 docks applications need the ability to add additional docks to the same application. There will be several docks with the same permit number.</p>
<p>The current requirement has the system setting the expiration date based upon the date the application was entered into the system.</p> <p>The existing dock permits are being added to the system by a data conversion.</p>	<p>New Request – District Secretary actors will have the ability to enter existing docks into the system. This is temporary functionality to allow the Actors to set expiration dates. This work-around will be allowed through 12/15/2008.</p>
<p>Received approval letter to be used from the DNR staff</p>	<p>Changes to Approval letter.</p>
<p>When a dock permit changes a new permit</p>	<p>When an existing dock permit converts</p>

<p>is created.</p>	<p>from a Class 1 to a Class 3 the same permit number needs to be used.</p>
<p>The Dock application has certain fields that are required in order to complete the application. The Dock application can be completed by the Public Actor or the District Secretary Actor and the application required fields are the same for both Actors.</p>	<p>Request to remove the required from the following fields from the District Secretary Actor: For Riparian Owner and Exceptions: <ul style="list-style-type: none"> • Address • Phone • Email </p>
<p>There is information to call the appropriate District Office for transfer of ownership of docks. This was determined to be needed to be handled manually since most transfers are initiated by the Buyer and not the Seller and the Buyer would not have an account within the system in which they could login and initiate the transfer.</p>	<p>Need to provide the transfer of ownership of a dock permit to the new property owner and as Public users create an account, must have the ability to claim an existing dock permit in the previously entered in the system</p>
	<p>Please see the embedded document for clarification of dock rules and body of water rules.</p>  <p>C:\CVS Projects\DNR - Boat Docks\02-Req</p>

Project Name: DNR Boat Docks Change request CR-001
 Urgency: HIGH
 Project Sponsor: Lowell Joslin /Megan Wisecup – Dept. of Natural Resources
 Originator: Darrell Fremont – DAS_ITE Requested by: DNR
 Date requested: 11/12/2008

Justification

Description of Change Requested: Additional Execution Phase funds
Reason for Change: Changes and additions made to original requirements from suggested modifications by DNR Field Staff
Proposed Approach to Resolve: Modify, change and update code to reflect all new and additional requirements

Impact

Impact on Scope: None
Impact on Scope Risk: None
Impact on Schedule: Low, project scheduled to be used by public customers beginning December 15, 2008
Impact on Staffing Effort: Current resources will complete
Impact on Spending: Increase Execution funding by an additional \$35,100.00 (details for request listed on page 2)

Approval

Originator/Date	Project Leader/Date	Sponsor/Date	Customer/Date

Execution Task	Original Estimate Hours	Revised Estimate Hours	Difference (Hours)	Change	Notes
Dock Type Selection	20	40	20	\$2,340.00	Merge City/County to Government
Dock Permit Class Type display	40	60	20	\$2,340.00	Roman Numerals to regular numbers
Hide Permit Number Display	0	8	8	\$936.00	Hide permit number from Customer until approved.
Account Search	20	22	2	\$234.00	Add Account Search to all roles
Edit Active docks.	0	1	1	\$117.00	Add ability to Secretary Role to edit active docks
Add docks to single permit	0	80	80	\$9,360.00	Class 2, 3 and 4 docks, add ability to add another dock to single permit number
Dock Expiration Date	0	3	3	\$351.00	Docks to expire on 12/15
Approval Letter	8	24	16	\$1,872.00	Change wording, format and coded includes on letter/report
Class 1 dock and Class 3 permit number	0	4	4	\$468.00	When Class 1 dock is modified and changes class from 1 to 3, Dock ID must stay the same

Remove required fields on Exceptions and Riparian owner information page	0	6	6	\$702.00	Remove Address, Phone and Email fields from being required for the Secretary role, but make required for the Public role
Ability to transfer ownership and claim dock	0	40	40	\$4,680.00	Need to provide the transfer of ownership of a dock permit to the new property owner and as Public users create an account, must have the ability to claim an existing dock permit previously entered in the system
Body of Water Rules and Dock Classification Rules	220	280	60	\$7,020.00	Modify rules for dock lengths and square footage limits based on type of body of water, also provide expanded exceptions to Class 3 dock [See attached]
Functional Testing	175	215	40	\$4,680.00	Additional testing required due to changes in the code.
Total	483	783	300	\$35,100.00	

Reason for change: